

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

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

Rulemaking 18-12-005

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) 2026 PLAN TO SUPPORT
ACCESS AND FUNCTIONAL NEEDS POPULATION DURING PUBLIC SAFETY
POWER SHUTOFFS**

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Dated: **January 30, 2026**

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Pursuant to California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051, Conclusions of Law 36 and Ordering Paragraph (OP) 1 and D. 21-06-034, Appendix A, Southern California Edison Company (SCE) hereby submits its 2026 Access and Functional Needs (AFN) Plan attached hereto as Attachment A. SCE's 2026 AFN Plan includes 2025 AFN Quarter 4 Update in Appendix D. Respectfully submitted,

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Attachment A

Southern California Edison

SCE 2026 Plan to Support Access and Functional Needs Population During PSPS

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E)
2026 PLAN TO SUPPORT ACCESS AND FUNCTIONAL NEEDS
POPULATION DURING PUBLIC SAFETY POWER SHUTOFFS
R.18-12-005**

January 30, 2026

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EXECUTIVE SUMMARY

During extreme weather conditions, utilities may enact a Public Safety Power Shutoff (PSPS), which temporarily turns off power to specific areas to protect the safety of our customers and communities. This remains a necessary tool of last resort to reduce the risk of the electric system becoming a source of wildfire ignition. To support individuals with Access and Functional Needs (AFN) during PSPS, each of the Joint Investor-Owned Utilities (IOUs)¹ developed its respective 2026 Annual AFN PSPS Plan (AFN Plan or Plan) with assistance from regional and statewide AFN stakeholders, representing a broad spectrum of expertise. The Plan leverages the Six-Step Planning Process outlined in the Federal Emergency Management Agency (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101.²

The Joint IOUs are committed to addressing the needs of individuals with AFN before, during, and after a PSPS. The Joint IOUs have established a partnership with the AFN Collaborative Council and the Joint IOU Statewide AFN Advisory Council (AFN Statewide Council)³ to seek guidance and address the “Why,” “Who,” “What,” and “How” to better mitigate risk and support individuals with AFN.

The Joint IOUs acknowledge and sincerely thank the AFN Collaborative Council and the AFN Statewide Council for their guidance and commitment in developing the 2026 AFN Plan.

WHY

As climate conditions change, the threat of wildfires in California continues to grow. One critical tool used to reduce the risk of wildfires is PSPS, in which an IOU may temporarily shut

¹ San Diego Gas & Electric Company (SDG&E), Southern California Edison Company (SCE), and Pacific Gas and Electric Company (PG&E).

² For details on how to develop and maintain Emergency Operations Plans, visit: .

³ As of 2025, the Core Planning Team has transitioned and is now listed as the AFN Statewide Council. See Appendix A for members of the AFN Collaborative Council and Appendix B for members of the AFN Statewide Council.

off power to a neighborhood during dangerous weather conditions to reduce the risk of the electric system becoming a source of ignition. These safety shutoffs are a measure of last resort for keeping customers and communities safe. However, PSPS, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN and/or those who may be electricity-dependent, which will be discussed further in this Plan. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

WHO

The IOUs have made progress in identifying individuals with AFN across their respective service areas, collectively identifying approximately four million⁴ people across the state by defining, mapping, enabling, and promoting self-identification. To support and target individuals that are electricity dependent, the Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team⁵ developed a definition of Electricity-Dependent Individuals⁶ that this Plan seeks to support. That definition remains unchanged from 2022.

Electricity-Dependent Definition: Individuals who are at an increased risk of harm to their health, safety, and independence during a PSPS for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

⁴ Represents total counts of AFN designations in each IOU's database not unique individuals or accounts.

⁵ See Appendix B for a list of the members of the Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team.

⁶ The IOUs will strive to implement this proposed definition contingent on operational feasibility and in alignment with AFN identification requirements with the CPUC's PSPS decisions. See e.g. D.21-06-034, Appendix A at A8-A9; D.20-05-051, Appendix A at A8; D.19-05-042, Appendix A at A12-A14, A20-A21. The IOUs will continue to collaborate with AFN stakeholders to refine this definition as appropriate.

The IOUs understand that there is more work to be done and will continue these efforts to identify additional individuals with AFN in 2026.

WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the Joint IOUs identified goals, objectives, and potential opportunities for enhancements in 2026, as outlined in this Plan. These groups have shaped programs and support, and their engagement has led to measurable improvements.

The Joint IOUs' overarching goal is to mitigate the impacts of PSPS on individuals with AFN through specialized customer outreach, education, assistance programs, and services. To assess the effectiveness of these efforts, the following key performance indicators (KPIs) are used:

1. Percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS.
2. Percentage of individuals with AFN who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS that affected them.
3. Percentage of individuals who use mitigation services (e.g., 211 support, Community Resource Centers (CRCs), and battery programs) reported they were satisfied with the level of support received.

INTRODUCTION

In accordance with the California Public Utilities Commission (Commission or CPUC) Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines and using the Six-Step Planning Process in FEMA's Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101, the Joint IOUs worked collaboratively with the AFN Core Planning

Team to implement the “Whole Community”⁷ approach to develop an overarching Joint IOU Statewide strategy to meet the diverse needs of individuals with AFN.

Each IOU’s comprehensive plan will reflect geographical differences as well as the various needs of communities with AFN. The IOUs will provide the CPUC with quarterly updates regarding progress towards meeting the established objectives and the impact of their efforts to address this population before, during, and after a PSPS, while optimizing opportunities for consistency statewide.

Section 1 below provides a high-level overview of the IOUs’ shared vision for the 2026 AFN Plan, and Sections 2-3 provide details for SCE’s AFN Plan. The IOUs will continue benchmarking to create a consistent response across the IOU service area where possible, recognizing that resources may not be available consistently across the state.

The chart below provides a visual overview of the process and timeline for developing the 2026 AFN Plan.⁸



⁷ Whole Community approach as defined by FEMA, refers to preparedness as a shared responsibility and involvement of everyone, including but not limited to individuals and families with access and functional needs. Complete definition is available at www.fema.gov/about/glossary (scroll down to “Whole Community”).

⁸ The chart is intended to serve as a high-level reference to support understanding of the overall planning workflow.

1. SUBJECT MATTER EXPERTS (ENGAGE THE WHOLE COMMUNITY)

FEMA Step 1, Form a Collaborative Planning Team. Engaging in community-based planning—planning that is for the whole community and involves the whole community—is crucial to the success of any plan.

A Core Planning Team composed of volunteers from the Statewide Council and the Joint IOUs was created to develop the annual AFN Plan. To encourage more of a “whole community approach,” the Joint IOUs began leveraging the 2025 Statewide Council quarterly meetings for the development of the 2026 AFN Plan. This new approach increased transparency and stakeholder participation while alleviating the time constraints typically faced during Q4 planning. The new structure removed the need for a separate Core Planning Team and maintains adherence to the Six-Step FEMA planning process.

The Joint IOU Statewide AFN Advisory Council comprises eighty-nine organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2026 AFN Plan.

Table 1 Engaging the Whole Community

Planning Group	Participants/Stakeholders
AFN Collaborative Council (per Phase 3 OIR PSPS Decision) - (see Appendix A for full list):	California Foundation for Independent Living Centers (CFILC)
	California Health & Human Services (CHHS)
	California Office of Emergency Services (Cal OES)
	Disability Rights California (DRC)
	Disability Rights Education & Defense Fund (DREDF)
	State Council on Developmental Disabilities (SCDD)
	California 211 ² Network
AFN Statewide Council (See Appendix B for full list of invited participants):	Bear Valley Electric Services (BVES)
	California Association of Area Agencies on Aging (C4A)
	California Department of Developmental Services (DDS)
	California Department of Rehabilitation (DOR)
	California Department of Social Services (DSS)
	California Public Utilities Commission (CPUC)
	County Welfare Directors Association of California (CWDA)
	Deaf Link
	Disability Action Center (DAC)
	Disability Policy Consultant
	Disability Rights California (DRC)
	Eastern Los Angeles Regional Center (ELARC)
	Hospital Council
	Interface Children & Family Service
	Kern Regional Center (KERNRC)
	Liberty Utilities
	North Los Angeles County Regional Center (NLACRC)
	PacifiCorp
	Redwood Coast Regional Center (RCRC)
	San Diego Regional Center (SDRC)
San Gabriel/Pomona Regional Center (SGPRC)	
Joint IOUs	San Diego Gas & Electric Company (SDG&E)
	Southern California Edison Company (SCE)
	Pacific Gas and Electric Company (PG&E)

² Although 211 was not required per the Phase 3 decision, they have been invited to join the AFN Collaborative Council.

As a key component of engaging the whole community in planning, the Joint IOUs will continue to solicit feedback from the AFN Collaborative Council, the AFN Statewide Council, each utility's respective Regional PSPS Working Groups,¹⁰ and other regional and statewide AFN experts such as Community Based Organizations (CBOs), healthcare partners, representatives of durable medical equipment and local government agencies. These offer insights, feedback, and input on the IOUs' customer strategy, programs, and priorities. The Joint IOUs seek to conduct regular meetings with these subject matter experts to actively identify issues, opportunities, and challenges related to the IOUs' ability to mitigate the impacts of wildfire safety strategies, namely PSPS.

The planning process provides opportunities to collect feedback and implement strategic improvements with details included in specific IOU plans. We continue to look at expansion of program offerings, promote the Joint IOU statewide PSPS Preparedness website, [PrepareForPowerDown.com](https://www.prepareforpowerdown.com),¹¹ conduct outreach and education, as well as expand access to eligible populations.

1.1 PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

1.1.1 Purpose/Background - WHY

The Plan focuses on mitigating the impacts of PSPS for individuals with AFN. The Joint IOUs intend to build on this Plan and strive for continuous improvement based on insights from experts and feedback channels outlined in this Plan.

Each IOU's respective 2026 AFN Plan addresses the following:

- Who the IOUs need to communicate with
- What resources and services are needed during PSPS
- How the IOUs communicate with individuals with AFN
- How the IOUs make resources and services available to individuals with AFN

¹⁰ These working groups convene at least quarterly to share lessons between the impacted communities and the IOUs. See D.20-05-051, Appendix A at A1.

¹¹ Please see Section 2.6.7, Statewide Website for AFN Solutions for more details on Prepare for Power Down milestones and timelines.

1.1.2 Scope - WHO

The Joint IOUs and the CPUC use the definition of AFN as defined by the California Government Code §8593.3: "individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, or who are non-English speaking, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are dependent on public transit and those who are pregnant."¹²

Acknowledging that the California Government code definition of AFN is broad, the CPUC authorized the IOUs to follow the FEMA Six-Step Process by engaging the Whole Community through the Joint IOU Statewide AFN Advisory Council to create a common definition of "Electricity Dependent." Therefore, the IOUs use this common definition to help inform new enhancements to programs and resources that are currently available.

Electricity-Dependent: Individuals who are at an increased risk of harm to their health, safety, and independence during a PSPS, for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

Examples of Electricity Dependent include, but are not limited to:

- **Medical and Non-Medical:**
 - Respiratory equipment: oxygen, respirator, inhalation therapy, apnea monitoring, suction, machines, airway clearance, Airway Clearance Vests, cough assistive devices, hemodialysis
 - Nutritional equipment: gastric feed tube, specialized diet meal preparation equipment (e.g., feeding pumps, blenders)

¹² See also D.19-05-042 at p. 28.

- Heating/cooling equipment: refrigeration, body temperature regulation
- **Behavioral, Mental, and Emotional Health:**
 - Powered equipment supporting regulation of emotional behaviors (e.g., sensory lights)
- **Mobility and Movement Equipment:**
 - Moving and positioning equipment: lifts, mobility tracking system, power wheelchairs and mobility scooter, in home chair lift, electric bed
- **Communication:**
 - Augmentative communication devices (e.g., tablets, wearables, eye gaze), alert systems
 - Powered equipment for hearing or vision support (e.g., alert systems)

1.1.3 Situational Overview

FEMA Step 2, Understand the Situation – Understanding the consequences of a potential incident requires gathering information about the potential AFN of residents within the community.

1.1.3.1 Hazard Analysis Summary – Definition of Risk

The “Understand the Situation” phase continues with identifying risks and hazards. This assessment helps a planning team decide what hazards or threats merit special attention, what actions must be planned for, and what resources are likely to be needed. The AFN Statewide Council has identified that a key risk of PSPS is that individuals with AFN are unable to use power for devices or equipment for health, safety, and independence due to a PSPS.

During the planning process, the AFN Statewide Council (AFN core working team) emphasized that the needs of individuals with AFN extend well beyond medical devices alone and that the risks are as diverse as the population. The IOUs recognize that the impacts of PSPS are dynamic and are committed to supporting customers before, during, and after a PSPS.

1.1.3.2 AFN Population – AFN Identification/Heat Map

The IOUs have made progress in identifying the Electricity-Dependent individuals with AFN through program enrollments and enabling self-identification. Each IOU identifies the following customers in their respective databases as AFN:

- Customers enrolled in the following programs:
 - California Alternate Rates for Energy (CARE)
 - Family Electric Rate Assistance (FERA)
 - Medical Baseline (MBL),¹³ including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who have identified their preferred language as a language other than English
- Customers who self-identify as an older adult (65+)
- Customers who self-certify or self-identify
- Customers who use durable medical equipment and/or assistive technology

Table 2 below accounts for the number of customers identified as AFN in each utility service area, as well as those most likely to experience a PSPS.

¹³ Identification efforts also include “persons reliant on electricity to maintain necessary life functions including for durable medical equipment as assistive technology”. See D.21-06-034, Appendix A at A8-A9.

Table 2 Joint IOU Access & Functional Needs Individuals¹⁴

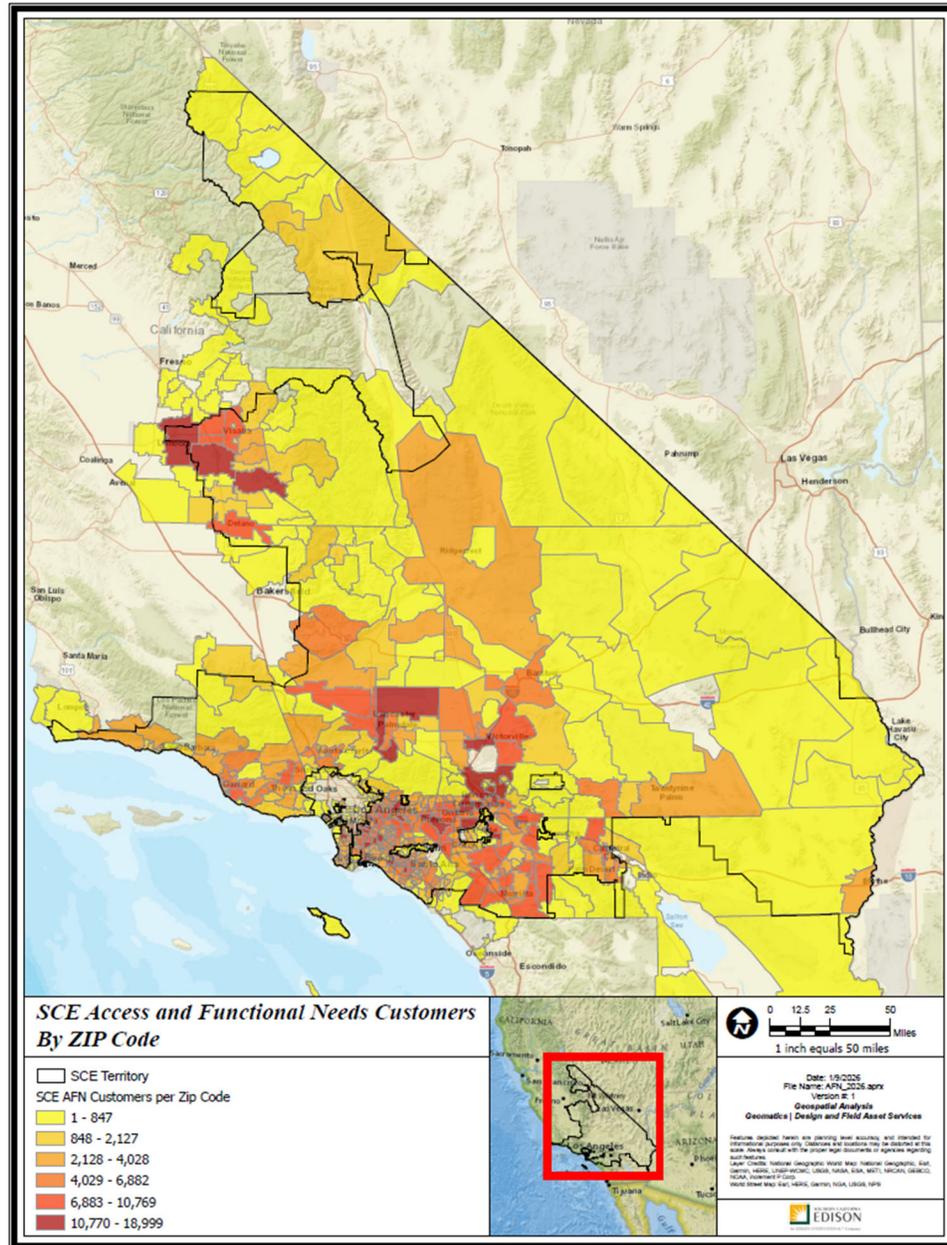
Joint IOU	MBL Individuals	Customers with Language Preference	Individuals Identified with AFN	Percentage of Individuals Identified with AFN Base of Total Residential Customer Base
PG&E	Total: ~240,000	Total: ~262,000	Total: ~1,720,000	32%
	HFRA: ~64,000	HFRA: ~19,000	HFRA: ~320,000	28%
SDG&E	Total: ~63,000	Total: ~67,000	Total: ~392,000	30%
	HFTD: ~12,000	HFTD: ~5,000	HFTD: ~45,000	24%
SCE	Total: ~128,000	Total: ~646,000	Total: 1,887,000	35%
	HFRA: ~46,000	HFRA ~107,000	HFRA ~475,000	33%

The Joint IOUs have an AFN density map that allows for quick identification of geographical areas with larger populations of individuals with AFN.¹⁵ These maps enable the utilities to strategically allocate resources by geography such as staffing a support site or CRC for individuals who are experiencing a PSPS. See **Figure 1**.

¹⁴ Data collected as of December 2025. Notes: High Fire Risk Area (HFRA) / High Fire Threat District (HFTD) refers to a geographic region of customers potentially in scope for PSPS. Additionally, (1) Customers enrolled in MBL may include customers with Language Preference other than English and customers with an AFN; (2) Customers with Language Preference other than English may include customers enrolled in MBL and customers with an AFN; (3) Customers with AFN characteristics or CARE or FERA may include customers enrolled in MBL and customers with Language Preference other than English.

¹⁵ See Section 1.1.2 for definition.

Figure 1 Service Area Map of SCE Customers with AFN¹⁶



In 2026, the IOUs will continue identifying individuals who are electricity-dependent above and beyond those enrolled in the MBL Allowance Program, through direct outreach to customers in each respective IOU’s service area.

¹⁶ Data collected as of December 2025.

1.1.3.3 Planning Assumptions

Below are the initial planning assumptions used when developing the annual AFN Plan:

- For PSPS, every effort is made to provide notification in advance of power shutoff
- Resources are available to individuals with AFN regardless of advanced notification
- Effective support of individuals with AFN requires a Whole Community¹⁷ approach (e.g., utilities, CBOs, non-profit organizations, government agencies)
- PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, earthquakes, floods, tsunamis, cyber-attacks, technological hazard incidents)
- The IOUs will continue to create a consistent statewide response with our support services (e.g., food support, accessible transportation, CRCs, etc.) to PSPS, acknowledging there are different needs based on geographic areas
- The scope of PSPS can increase or decrease as weather conditions are monitored across the service area

1.2 Operational Priorities - WHAT

FEMA Step 3: Operational priorities – specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.

The goal of the AFN Plan is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, and assistance programs and services. The Joint IOUs will continue their commitment to mitigating impacts of PSPS by focusing on key objectives identified through the 2026 planning meetings.¹⁸ Progress will be reported out within the IOU Quarterly updates. 2026 Key Objectives:

- Increase awareness of IOU programs and services available before, during, and after a PSPS
- Continue to identify individuals who are electricity-dependent

¹⁷ The term “Whole Community” refers to the concept as discussed in the FEMA Six Step Comprehensive Preparedness Guide.

¹⁸ See Appendix E for continued efforts from key objectives identified in prior years planning meetings.

- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Coordinate and integrate resources with state, community, and utility to minimize duplication

1.3 Plan Development

FEMA Step 4: Plan Development - Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3.

The Joint IOUs will continue to prudently deliver consistent services and resource offerings within the plan development framework. The programs and eligibility may differ by service area. Recommended actions to meet the Key Objectives for 2026 are listed below:

- 1. Increase awareness of IOU programs and services available before, during, and after a PSPS**
 - Continue to identify opportunities to participate in outreach events and connect with CBOs to engage and share utility preparedness messaging.
 - Continue to fund partnerships with CBOs as trusted messengers for outreach information.
 - Improve access to toolkits that facilitate simple outreach and message consistency.
 - Continue to enhance the Prepare For Power Down (P4PD) site to increase accessibility.
- 2. Continue to identify individuals who are electricity-dependent**
 - Continue evaluating and refining outreach tactics, such as posters, in collaboration with marketing teams.
 - Continue to benchmark on self ID outreach to ensure data accuracy.

3. Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS

- Explore opportunities, including focus groups, to develop a HFRA multi-unit dwelling customer survey, in consultation with Joint IOU customer insights teams with the intent to better understand who benefits from the programs.
- Identify opportunities to collaborate with contractors, CBOs, and partners to implement, and benchmark standardized anonymous post-event surveys.
- Continue to assess pilot enhancements and resources, including sensory kits and standardized AFN resource signage at CRCs.
- Continue working with internal teams to explore additional permanent solutions, including solutions for those that cannot leave their homes.

4. Coordinate and integrate resources with state agencies, community-based organizations, and the utilities to minimize duplication

- Continue to explore opportunities for presentations and future outreach collaboration, including partnering with Voluntary Organizations Active in Disasters (VOAD) and the Department of Aging.
- Continue to identify opportunities and efficiencies to ease MBL program enrollment in accordance with CPUC and legislative framework.

1.4 Plan Preparation and Review

FEMA Step 5, Prepare and Review the Plan – This step is a process of preparing the document and getting it ready for implementation.

Prior to finalizing the 2026 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team¹⁹ a draft plan for their review. As a result,

¹⁹ As of 2025, the Core Planning Team has transitioned and is now listed as the AFN Statewide Council. See Appendix A for members of the AFN Collaborative Council and Appendix B for members of the AFN Statewide Council.

each IOU will file its respective 2026 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after a PSPS.

1.5 Plan Implementation

FEMA Step 6, Implement and Maintain the Plan – This step is the final step which is an ongoing process of training personnel to perform tasks identified in the plan, exercising, and evaluating plan effectiveness, and revising and maintaining the plan.

After submitting its AFN plan, an IOU will implement the goals and objectives outlined in the plan. Each IOU will also provide quarterly progress updates and report on performance using established success measures and metrics.

1.6 Research and Surveys

In 2026, the Joint IOUs will continue to collaborate and share best practices as they solicit feedback about PSPS resources offered to individuals with AFN through a variety of channels, including consultation with various advisory councils.

The IOUs will continue to conduct working groups with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; PSPS Tabletop Exercises; and notification message testing.

As a result of feedback and research from CBOs, local governments, and tribes who support AFN populations, the Joint IOUs are committed to continuously assessing the needs of individuals with AFN before, during, and after a PSPS. This thorough review allows the Joint IOUs to enhance support for individuals who rely on electricity to maintain necessary life functions, including those who utilize durable medical equipment and assistive technology.

1.7 Success Measures and Metrics

In 2026, the Joint IOUs will continue to use the KPIs that were developed with the AFN Core Planning Team for the 2022 AFN Plan. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered. The

most recent Pre-/Post-Season survey results that address the KPI will be reported in the 2026 Q1 Progress Report.²⁰

Key Performance Indicators to measure the impact:²¹

1. Percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS.
2. Percentage of individuals with AFN who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS that affected them.
3. Percentage of individuals who utilize mitigation services (e.g., 211 support, CRC centers, and battery programs) reported they were satisfied with the level of support received.

2. CONCEPT OF OPERATIONS – HOW

In this section, SCE outlines multiple activities that support the needs of customers with AFN before, during, and after a PSPS. It provides an overview of preparedness efforts for PSPS focusing on training, operational structure, and notifications. This section also highlights SCE’s efforts to identify customers with AFN beyond our current MBL population as well as our outreach, community engagement, and marketing efforts to communicate with customers with AFN. Finally, this section highlights programs available to customers to help mitigate the impacts of PSPS activations that range from pre-event customer support such as free back-up battery options to direct in-event customer support such as CRCs, hotel discounts, as well as food and transportation assistance. SCE’s portfolio of customer support services has increased

²⁰ See also D.21-06-034 at p. A17.

²¹ KPI 4: The percentage of customers with access and functional needs who confirm they received notifications of a possible de-energization event. Metrics related to KPI 4 are reported in each IOU’s PSPS Post-Event reports and PSPS Post-Season report.

in maturity over the last several years by adding new support services and will continue to be refined in 2026 and beyond.²²

2.1 Preparedness/Readiness (Before Power Shutoff)

2.1.1 Emergency Operations Centers

SCE follows the principles of the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS) during a PSPS. This includes using an Incident Management Team (IMT) structure to execute a PSPS, assigning an Incident Commander (IC) responsible for all de-energization decision-making and coordinating at the Operational Area level during a PSPS. SCE's IMT and emergency response structure for all emergency events, including PSPS, are governed by the company's emergency plans and procedures.

The decisions to activate for a potential PSPS, as well as decisions on PSPS de-energization and re-energization are declared by an Incident Commander during the PSPS. These ICs are trained in the Incident Command System (ICS) as well as PSPS operations and are rostered into the PSPS IMT. The center of these operations is SCE's Emergency Operations Center (EOC), which can be convened physically in person or virtually.

SCE recognizes the importance of community resources during emergency events. During a PSPS, customers may have limited ability to charge medical devices or important technology, virtually participate in work or school sessions, or have equipment necessary for mobility. SCE maps customer information and programs available at the circuit-level so that when a PSPS develops, SCE will know where and what types of customers, such as those in the MBL Program, reside in impacted areas. Understanding the demographic and PSPS impacts to

²² The CPUC determined that SCE's proposed Disability Disaster and Access Resources (DDAR) program, as described in SCE's 2025 AFN Plan, is duplicative and unnecessary and therefore disallowed SCE's funding request for DDAR. See D.25-09-030, pp. 433-434. SCE's 2025 AFN Plan is *available at* <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M555/K961/555961239.PDF>.

specific SCE service areas allows SCE to better respond to customer needs through customer care programs.

Upon request by representatives from county offices of emergency management during a PSPS and emergency situations, SCE shares information through the Public Safety Partner Portal (PSPP) about customers enrolled in MBL who may be affected by a PSPS. This is for the purpose of aiding those agencies in executing their own plans to assist customers with AFN, maintaining life safety. See Section 2.6.1.2 PSPS Customer Notifications for how SCE notifies customers with AFN.

2.1.1.1 Preparation Exercises

SCE holds functional PSPS exercises in preparation for PSPS activations. In 2026, SCE will continue to invite external partners, including CBOs serving individuals with AFN, to actively participate or observe, and to provide feedback. During these functional exercises, SCE demonstrates the process of PSPS activation and shares the considerations of individuals with AFN within the impacted area(s) to develop recommendations, including deployment of CRCs and Community Crew Vehicles (CCVs), which help prepare and support communities during a PSPS.

For 2026, SCE will continue to make best efforts to increase participation in the PSPS Exercise through targeted outreach and engagement strategies. SCE will distribute annual participation surveys for the PSPS Exercise, leveraging contact lists provided by Customer Service, CBOs, AFN partners, and Local Public Agency (LPA) contacts, and will proactively inform partners about upcoming PSPS Exercise Series through multiple channels, including scheduled meetings, training sessions, and direct communication (e.g., word of mouth). Additionally, SCE will continue integrating the AFN Supervisor role into functional exercises and take advantage of the opportunity to train more SCE employees in performing the role of AFN Supervisor to ensure other positions understand the role of the AFN Supervisor and opportunities for better coordination during an incident. During PSPS activation, the AFN

Supervisor resolves escalated customer issues to ensure customers are maintaining electric service for essential life safety.

2.1.1.2 Training

IMT members are required to complete baseline Incident Command System (ICS) training as well as other courses such as FEMA IS 100, 200 700, 800, G606 SEMS, ICS 300, and position specific training.

In 2026, SCE will partner with Cal OES to deliver the G197 course titled “Integrating Access and Functional Needs into Emergency Management” to train key positions on SCE’s IMTs. This training is offered to IMT staff within the Customer Support Branch, including AFN Supervisors and Customer Care, and other positions. AFN Supervisors are required to take either G197 or the California Specialized Training Institute (CSTI) Inclusive Communications Online Course in addition to the SCE-internal AFN Supervisor course prior to activating with a PSPS IMT. In 2026, SCE will continue to train all Customer Support Branch resources on access and inclusion for people with disabilities and resources available to individuals with AFN.

2.1.1.3 AFN Supervisor

SCE’s AFN Supervisor is responsible for all incident related coordination and communication specific to CBOs and customers with AFN. Some of the responsibilities of this role include:

- Providing a centralized resource for CBOs and communications to customers with AFN
- Coordinating and facilitating daily CBO Coordination calls during a PSPS to share information and answer questions or requests
- Coordinating individualized care related to customers with AFN

As part of ongoing operational responsibilities, the AFN Supervisor conducts annual refresher training on performing the role, engaging with affected communities, available resources, and disability culture and etiquette. Routine activities also include holding debrief

meetings or distributing surveys to CBOs following major events to gather feedback on accessibility and the effectiveness of engagement efforts. Updates to programs and activities are made as appropriate, guided by the feedback received, while considering need, feasibility, and complexity.

In 2026, SCE will streamline this role to increase bench capacity and perform secondary verifications as part of our notification process to MBL customers. As part of these secondary verifications, SCE will optimize the escalation process to 211 by removing certain procedural steps, thereby enabling customers to have their needs addressed more quickly.

Customers who require further assistance will be provided with direct services by being referred immediately to 211 Care Coordinators, allowing them to receive support without having to wait in a queue when calling 211. This approach will ensure that referrals for direct services are handled efficiently and that customers receive timely assistance.

2.1.1.4 Customer Care Supervisor and Customer Outreach Specialists

SCE's Customer Care Supervisor deploys customer care resources to support customers impacted by a PSPS. The team uses the monitored circuit list, circuit segmentation data, and customer data to assess potentially impacted areas to provide informed recommendations on the deployment of customer care resources, including CRCs and CCVs. For more information on CRCs and CCVs, see Section 2.6.2. The Customer Care Supervisor Team uses data from SCE's Central Data Platform (CDP)²³ to prioritize customer care resource allocations by considering the total number of customers affected and impacted areas of the PSPS. In 2026, SCE will continue to provide training on AFN programs and resources to the internal and outsourced Customer Outreach Specialist field staff and Customer Care Supervisor Teams supporting all events to ensure field staff are implementing applicable field support to meet the needs of customers with AFN.

²³ CDP is one of SCE's core systems used to manage and execute PSPS events.

2.2 AFN Identification Outreach

SCE uses multiple data sources to identify customers with AFN in its service area, including enrollment in MBL and low-income programs, language and bill presentment preferences (e.g., large font, Braille bill, etc.), demographic data, and surveys. SCE will continue offering self-service options, where customers can disclose a disability or other AFN through SCE's Self-Certification program and will continue surveys and market research to better understand population densities and specific customer needs.

2.2.1 AFN Self-Identification Survey

SCE conducts the AFN Self-Identification Survey to identify individuals with AFN across its service area. Results from the survey allow SCE to update its customer database to add an AFN identifier to applicable customer accounts. SCE uses the AFN identifier, in conjunction with other data sources, to deliver tailored outreach to individuals and households with AFN concerning SCE's PSPS resources and support services. Additionally, SCE conducts additional outreach to customers with an AFN identifier that may not be enrolled in the MBL program or other support programs.

In 2026, SCE will expand surveys to newly identified HFRA customers. To improve data integrity and participation, SCE will simplify self-identification via My Account on SCE.com, supporting a more customer-focused approach and future self-service options.

2.2.2 Self-Certification

Self-Certification is a quick and easy process where customers can self-certify that they, or a member of their household, have a serious illness or condition that could become life-threatening if electricity is disconnected.²⁴ Customers may self-certify online²⁵ or by calling

²⁴ The Self-Certification program is intended to identify, above and beyond those in the Medical Baseline population, households that self-identify to receive an in-person visit prior to disconnection for nonpayment, with the objective to provide support for those with medical needs during a de-energization event. See D.19-05-042, Appendix A at A12-A14; D.20-05-051, Appendix A at A8.

²⁵ Self-Certified Sensitive Online Form is available at <https://cloud.sce.com/self-certify>.

SCE's Customer Support line throughout the year. The Self-Certification after a customer enrolls in the program is valid for up to one year. After a year, customers can re-self-certify, depending on their needs.

In the context of PSPS, a customer who is Self-Certified will receive the same escalated contact attempts that are available to customers enrolled in MBL.²⁶

2.2.3 Premises with Congregate Care/Housing

Based on feedback, SCE continues to evaluate certain premises such as convents, senior communities, and dialysis centers, to ensure direct education and outreach for improving self-resiliency is available for individuals with AFN. See Section 2.3.7.7 Senior Care Facility Backup Power System Rebate Pilot for further information.

2.3 AFN Programs and Resources

In Sections 2.3.1 through 2.3.8 below, SCE describes in detail programs and support services available to customers with AFN before, during, and after a PSPS. Since the first AFN Plan submission in 2020, SCE has made significant progress in identifying challenges and has implemented measures to better support customers and households with AFN. Each year, SCE leverages the findings from survey and feedback collection instruments to refine programs and services or develop new solutions. As described in Table 3 below, SCE provides a summary of key findings identified through evaluation of customers with AFN through its annual PSPS Tracker Survey along with details for how each finding is being addressed. Note that the Key Findings in Table 3 reflect results from SCE's 2024 PSPS Tracker Survey as those are the most recent findings available at the time of this plan submission. The 2025 PSPS Tracker Survey is scheduled to launch in February, with results expected in June; therefore, 2025 findings are not included in this submission. Key findings are those that require SCE to take actionable steps to

²⁶ Refer to Section 2.7.1.2 PSPS Customer Notifications for detailed information on the escalated notification process under Notifications for Medical Baseline and Self-Certified Customers.

provide customers with information and resources available before, during, or after a PSPS. Additionally, in Section 2.3.7.62.3.8 below, SCE provides 2025 participation data on each type of assistance supporting resiliency for individuals with AFN.

Table 3 Summary of Key Findings and Mitigation Measures for Customers with AFN²⁷

Key Findings	Mitigation Measure(s)
<p>AFN resource awareness remained steady compared to time frame 2023 to 2024, with address level alerts and PSPS Alert Language Preferences being the most recognized.</p> <p>While De-Energized customers with AFN were more aware of CRC/CCV language resources, fewer were aware of food and transportation support.</p> <p>Very few customers with AFN used any SCE-provided resources during an emergency PSPS event.</p>	<p>In 2026, SCE will continue community engagement with outreach through community events (e.g., local meetings) and partnerships with CBOs to ensure that printed materials and updated PSPS fact sheets include comprehensive resource information, such as food and transportation assistance.</p> <p>SCE will continue to promote 211 services via AFN nurture campaign designed to bring awareness to programs and services to customers who have self-identified as AFN. 211 services offer customers with one-on-one customer care support including food and transportation.</p> <ul style="list-style-type: none"> • See Sections, 2.5.3 CBO Outreach, 2.5.4 Marketing Campaigns, 2.5.5 Advertising, 2.5.6 Dedicated AFN Webpage on SCE.com, and 2.5.7 Statewide Website for AFN Solutions.
<p>In 2024, fewer customers with AFN felt the number of PSPS alerts they received was appropriate, with those Not De-Energized having mixed feelings about their volume.</p>	<p>SCE has refined its PSPS notification cadence to address customer feedback regarding overcommunication, particularly concerns associated with the previous practice of issuing imminent notifications approximately every two hours. Following an internal review, SCE adjusted</p>

²⁷ Key findings presented in Table 3 reflect results from SCE’s 2024 PSPS Tracker Survey. The table has been updated to incorporate new 2024 findings and SCE’s corresponding actions. The 2025 PSPS Tracker Survey is scheduled to launch in February, with results expected in June; therefore, 2025 findings are not included in this submission.

Key Findings	Mitigation Measure(s)
<p>More Not De-Energized Seniors and customers with disabilities, especially, felt as though they received both too many alerts and not enough.</p> <p>Satisfaction with the information provided in alerts, and the PSPS program more generally, declined this year, and fewer customers with AFN feel the alerts provide adequate reassurance or accurate, actionable information.</p> <p>De-Energized customers who need refrigeration for health purposes, Medical Baseline, hearing, and physically impaired customers felt the alerts gave them little preparation time and did not instill confidence in Edison's response.</p> <p>De-Energized customers with disabilities were less satisfied with restoration times and communication.</p>	<p>its imminent notification process to reduce unnecessary repeat messaging while still maintaining compliance with CPUC D.21-06-034. These changes are designed to lessen alert fatigue while ensuring customers continue to receive timely and actionable information.</p> <p>Additionally, SCE has enhanced its notification and support protocols by aiming to provide advance notifications up to 72 hours for residential customers before potential de-energization using customers' preferred communication channels and in multiple languages, including American Sign Language (ASL).</p> <p>SCE will continue to market the availability of customizable alert preferences. Customers are able to select their preferred frequency and communication channels (SMS, email, voice), ensuring alerts are neither excessive nor insufficient.</p> <p>SCE will continue to gather customer feedback through outreach forums (e.g., workshops, CBO engagement, advisory councils), surveys, research and analyzing customer complaints to improve PSPS alerts and offerings.</p> <ul style="list-style-type: none"> • See Sections 2.6 PSPS Activation (During – Emergency Operation Center Activated), 2.6.1.2 PSPS Customer Notifications, 2.5.4 Marketing Campaigns, 2.1 Preparedness/Readiness (Before Power Shutoff), and 2.5.6 Dedicated AFN Webpage on SCE.com.
<p>In 2024, customers with AFN continue to be preemptively aware of PSPS, largely due to direct SCE communication like texts and emails.</p>	<p>SCE will continue to incorporate targeted outreach campaigns for customers with AFN including seniors and customers with disabilities. These campaigns will highlight alert enrollment options</p>

Key Findings	Mitigation Measure(s)
<p>SCE.com remains the primary source for updates during shutoffs, though the usefulness of the site for customers with AFN has declined.</p> <p>Nearly two-thirds of those De-Energized used SCE.com during PSPS activations.</p> <p>Fewer Seniors, customers who need refrigeration for health purposes, and MBL customers, specifically, found the site helpful.</p> <p>Those who called into SCE’s call center also found the information less useful.</p>	<p>and promote AFN support programs such as food, transportation, and backup power resources. Partnerships with community-based organizations will ensure equitable access to these services.</p> <p>Additionally, SCE will continue to conduct comprehensive accessibility review of SCE.com, This includes improving navigation, simplifying language, and ensuring compatibility with assistive technologies (screen readers, larger fonts, high-contrast modes).</p> <p>SCE will continue to promote the Outage Emergency Preparedness Checklist as a tool to help customers prepare for, stay safe, and remain informed before, during, and after an outage emergency.</p> <p>SCE will expand in-language and ASL video content and ensure that all PSPS-related updates are available in multiple formats (text, video, infographics) to accommodate diverse learning and communication preferences.</p> <p>SCE will continue partnering with CBOs to bring awareness to digital literacy campaigns for customers with AFN, including seniors and those enrolled in MBL, to help them navigate SCE.com and access real-time updates. This may include webinars and how-to videos, and partnerships with CBOs to provide hands-on support.</p> <ul style="list-style-type: none"> • See Sections 2.5.4 Marketing Campaigns, 2.5.7 Statewide Website for AFN Solutions, 2.5.3 Community Based Organization (CBO) Outreach, 2.5.3.2 CBO Engagement Wildfire and Safety Preparedness, and 2.5.6 Dedicated AFN Webpage on SCE.com.

Key Findings	Mitigation Measure(s)
<p>More customers with AFN are taking tangible steps to prepare for wildfires.</p> <p>Many groups, including customers with disabilities, Seniors, MBL customers, and those unable to leave home, took action in 2024 by signing up for emergency alerts from SCE and the county/state or purchasing backup generators.</p>	<p>SCE will continue to market the availability of customizable alert preferences. Customers are able to select their preferred frequency and communication channels (SMS, email, voice), ensuring alerts are neither excessive nor insufficient.</p> <p>SCE will continue to support customers with AFN and enroll interested customers that may qualify for a backup power program. Additionally, SCE has a series of new pilot offerings in 2026 for customers impacted by PSPS.</p> <ul style="list-style-type: none"> • See Section 2.6 PSPS Activations (During - Emergency Operation Center Activated), 2.3.7 Back-Up Power Solutions, and 2.3.7.1-2.3.7.8 for program details.
<p>Awareness of SCE's other wildfire mitigation programs declined in 2024, particularly among De-Energized customers with AFN.</p> <p>Over a third of De-Energized customers with AFN were unaware of any SCE wildfire mitigation efforts, with declines across key programs like Vegetation Management, Power Pole Replacement, and High Fire Risk Inspections.</p> <p>Customers with disabilities maintained general program awareness, although specific groups, such as De-Energized hearing impaired, customers who need refrigeration for health purposes, and Medical Baseline customers, were less</p>	<p>In 2025, through the Wildfire Safety Community Meetings (WSCM), SCE began to address several of the issues identified by customers with AFN, providing a platform for direct engagement, feedback, and education on wildfire mitigation and customer support programs.</p> <p>SCE will continue to expand its community outreach in 2026 by hosting more community meetings across the service territory.</p> <p>SCE launched the Edison Community Ambassador initiative. Edison Ambassadors will serve as dedicated outreach representatives, traveling throughout SCE's service territory to proactively educate communities about all wildfire mitigation efforts. A key focus of the Ambassadors' mission will be to ensure that customers with AFN, especially those who have experienced de-energization or have disabilities, receive clear,</p>

Key Findings	Mitigation Measure(s)
<p>aware of programs like High Fire Risk Inspections.</p>	<p>accessible information about both wildfire mitigation and AFN-specific support programs.</p> <p>The Ambassadors will supplement these efforts by providing in-person engagement, distributing accessible materials, and facilitating two-way communication to address questions and concerns unique to customers with AFN.</p> <p>Additionally, SCE will continue to leverage the increased CBO partnership and community engagement forums.</p> <p>SCE will also continue to use resources available through the marketing PSPS Customer Journey, including the PSPS Newsletter to highlight wildfire mitigation efforts to bring awareness to customers and community.</p> <ul style="list-style-type: none"> • See Sections 2.5.3.4 Edison Ambassadors, 2.5.3 Community Based Organization (CBO) Outreach, 2.5.3.2 CBO Engagement Wildfire and Safety Preparedness, and 2.5.4 Marketing Campaigns.
<p>Awareness of the PSPS program increased in 2024 across all customer groups, regardless of AFN status.</p> <p>More De-Energized customers with AFN recall the PSPS program unprompted, while Not De-Energized customers are more likely to recognize it when reminded.</p> <p>SCE direct communication is an even more significant source of PSPS awareness for customers with AFN this year. Specifically, customers with AFN relied more on emails, texts, the website, and social media.</p>	<p>SCE will launch a new campaign in 2026 focused on wildfire mitigation, while continuing to run existing ads that promote PSPS awareness and emergency preparedness. All SCE advertisements are translated into Spanish, Chinese, Korean, and Vietnamese, with static digital banners available in 15 additional languages—including Arabic, Armenian, Cambodian, Farsi, French, German, Japanese, Khmer, Punjabi, Russian, Portuguese, Hindi, Hmong, Tagalog, and Thai—to ensure broad accessibility across the diverse communities SCE serves.</p> <p>SCE will continue to leverage both paid and organic social media posts on platforms such as</p>

Key Findings	Mitigation Measure(s)
<p>Fewer De-Energized customers with AFN recall seeing PSPS advertising this year. Although perceptions of messaging efficacy generally remained steady, fewer thought SCE's emergency resource and programming ads were effective.</p> <p>Roughly half of customers with AFN continue to find the ads effective for emergency preparedness planning and updating outage alert preferences.</p> <p>The efficacy of SCE's ads about available emergency resources and programming decreased for Not De-Energized CARE/FERA, Medical Baseline, Seniors, and customers with disabilities.</p>	<p>Facebook, Instagram, and Nextdoor to deliver timely information about PSPS, emergency preparedness tips, alert sign-ups, information about attending Wildfire Community Safety Meetings, and available resources like CRCs and CCVs, with targeted outreach to areas affected by PSPS. The effectiveness of these campaigns is closely monitored through metrics such as impressions, engagement rates, comments and click-through rates, enabling SCE to continually refine its outreach and ensure that all customers—including those with access and functional needs—receive clear, actionable, and accessible information to support their safety and preparedness.</p> <ul style="list-style-type: none"> • See Section 2.5.5 Advertising.

2.3.1 Overview of 211 Services

211 is an information and referral service that connects people to health and human services in their community. 211 plays a critical role in providing information and support in times of disaster, such as evacuation, shelter, food, medical, and recovery information. SCE partners with 211 to provide resources and services to individuals with AFN before, during, and after a PSPS. D.21-06-034 requires IOUs to administer a program to support resiliency for customers with AFN to prepare for and during the anticipated duration of a PSPS. The IOUs developed PSPS 211 Services as a statewide solution that provides customers with AFN a single source of information/point of contact for resources available in their communities. 211 provides PSPS education, outreach, and emergency planning in advance of a PSPS, connecting those with AFN to critical resources like transportation, food, batteries, and other social services

during a PSPS. These services are also available immediately after the conclusion of a PSPS to help households recover, including providing accessible transportation from a CRC or CCV back to the customer's home.

Outside of an active PSPS, 211 focuses on outreach to eligible households by performing personalized safety and emergency plans or connecting customers with existing programs that offer social services that can help them prepare for outages (e.g., paratransit agency to schedule accessible transportation, or a food pantry to support food needs) and assist them in completing applications for these programs. 211 supports all customers, and their households, with access and functional needs impacted by PSPS.

2.3.1.1 Individualized Resiliency Planning (Care Coordination) and Needs Screening

SCE, in collaboration with 211, provides personalized resiliency planning alongside ongoing efforts to educate and prepare households before, during, and after a PSPS. To help find households with AFN that may require emergency support, 211 conducts needs assessments by screening incoming calls and texts, making outbound contacts, and meeting people in person. Rather than conducting these screenings, SCE will continue exploring self-service enrollment in 211 Care Coordination using targeted marketing and outreach.

Households identified through this process are offered year-round Care Coordination, which includes emergency safety planning, information about utility programs, and connections to resources like Independent Living Centers (ILC). This service involves direct referrals to CBOs, annual check-ins, and personalized resiliency planning managed by 211 Care Coordinators. While the main goal is PSPS preparedness, these efforts can also benefit customers facing other emergencies.

During the initial intake, individuals work with a 211 Care Coordinator to assess their household situation, electricity requirements, and use of medications or assistive technology. The assessment helps determine needs throughout all stages of a PSPS. 211 then reviews and enhances customers' resiliency plans, which might involve backup generators or enrolling in

programs like MBL, portable battery rebates, or generator rebates from SCE. Additionally, Care Coordination offers a customized safety plan that details emergency contacts, local emergency organizations, health, and medical information. During a PSPS event, coordinators check in to see if additional support is needed. Households identified through screening receive scheduled reminders via push notifications and emails about preparedness, equipment testing, and tips for PSPS readiness throughout the year.

In 2026, SCE and 211 will analyze data collected through Care Coordination to identify unmet needs. This evaluation will inform SCE’s understanding of customer requirements and help develop solutions for any gaps.

2.3.1.2 Direct Referrals and Resources Provided (e.g., Temporary Accommodations, Transportation, and Food Support)

When customers contact 211 during a PSPS, 211 will screen SCE customers to determine any unique needs that may arise. 211 provides eligible customers 24 x 7 live support, including providing accurate and up-to-date information about the active PSPS and connecting customers to transportation, shelf-stable food, meal delivery, or reasonable accommodation as needed. For example, SCE’s partnership with 211 offers transportation assistance to and from a CRC or CCV, at no cost to the customer.

2.3.1.3 Preparedness and Safety Checks

SCE provides advanced notifications to Public Safety Partners and targeted CBOs, including 211.²⁸ This allows 211 to prepare in advance of a potential PSPS, amplify messaging, and perform preparedness and safety checks on their constituents as needed. 211 California Network performs preparedness and safety checks via outbound text and direct calls to

²⁸ The term Public Safety Partner refers to first emergency responders such as tribal, federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies and authorities. See D.19-05-042, Appendix A at A4.

individuals who are in scope for a PSPS (before they were de-energized) to make sure they are aware and prepared for an upcoming PSPS. In those instances where 211 Care Coordinators determined that direct assistance is needed, they connect the household with the applicable resources. Direct assistance includes providing food support, transportation, and hotel stays to support customers through a PSPS. These preparedness and safety checks are performed in addition to SCE's notification process to customers enrolled in the MBL program, Critical Care and Self-Certified when there is an undelivered notification. See Section 2.6.1.2 PSPS Customer Notifications for MBL customers.

2.3.2 Resiliency Zones

Resiliency Zones are designed to ensure that customers, including individuals with AFN affected by a PSPS, retain access to vital services. This is accomplished by deploying backup power generation to essential service locations such as gas stations, small grocery stores, mini marts, and pharmacies during a PSPS. Maintaining these critical services supports all customers, particularly those who are frequently impacted or reside in rural and remote areas. SCE recognizes the importance of access to these essential resources for community resilience during a PSPS.

SCE has established contracts with eight customer sites within Resiliency Zone communities: three sites in Agua Dulce, and one site each in Cabazon, Bridgeport, Lee Vining, Mammoth Lakes, and Tehachapi (Stallion Springs). In 2026, SCE will continue to provide these eight Resiliency Zone sites with backup generation, as specified by the contract terms, during a PSPS if de-energization occurs. Additionally, SCE intends to engage with Resiliency Zone site owners with expiring contracts to assess their interest in renewing for an additional five-year term.

2.3.3 Accessible Transportation

Paratransit agencies have been identified as critical infrastructure entities per CPUC decision D.20-05-051.²⁹ As a result, these agencies participate in annual pre-season workshops and follow notification protocols for critical infrastructure customers.

When paratransit facilities are not directly impacted by a PSPS, but their routes are, SCE provides them with timely information through limited access to the PSPP and invites them to participate in daily Coordination calls during a PSPS. In the PSPP, they have access to see affected circuits by ZIP Code and view an overlay of PSPS-impacted areas and communities they serve. For more information on notifications to paratransit agencies, please see Section 2.6.1.1 PSPS Notifications to Community Stakeholders.

2.3.4 Community Food Bank Support

SCE has established partnerships with six nonprofits operating food banks and nutrition programs throughout SCE's service area. In 2026, SCE will continue to expand partnerships with additional food banks to provide food support for customers with AFN impacted by a PSPS or All Hazards activation.

2.3.5 Hotel Resources (Hotel Discount Program)

SCE has agreements in place with hotels throughout SCE's service area that offer discounts to customers impacted by a PSPS or an extended outage. The list of contracted hotels is available at SCE's website.³⁰ SCE makes the best efforts to partner with hotels that are compliant with requirements of the Americans with Disabilities Act (ADA), have accessible parking spaces and services, and have at least one accessible room with a roll-in shower; exceptions are listed on our website.

²⁹ See D.20-05-051 at p. 74.

³⁰ Webpage is available at <https://www.sce.com/hotel-discounts>.

2.3.6 Cool Center Program

Extreme heat is a health hazard, particularly for the elderly, infants, and those with chronic medical conditions. Public Cool Centers provide safe, air-conditioned facilities where all residents can cool down during extreme heat conditions. Locations and temporary Cool Centers are listed on county websites, and county lists are available on SCE's website.³¹

SCE supports county and city run Cool Centers by providing snacks, water, and handheld battery-operated personal fans. SCE provides Cool Centers with collateral materials to promote income qualified programs and training to inform staff on addressing questions related to income qualified programs. The Cool Center Program begins on June 1 and ends on October 31 each year.

In 2026, SCE will work to expand the list of counties with Cool Center locations that we assist financially across the service area.

2.3.7 Back-Up Power Solutions

Customers with AFN often depend on electricity to meet their daily needs. SCE is committed to supporting these customers with programs that increase customer resiliency and help support customer independence, health, and safety during a PSPS. In 2026, SCE will continue to support customers with AFN and enroll interested customers that may qualify for a backup power program. Additionally, SCE has new pilot offerings in 2026 for customers impacted by a PSPS. Please see Sections 2.3.7.6-2.3.7.8 for program details.

2.3.7.1 Emergency Back-Up Power

During PSPS activations, SCE may receive escalated requests from customers for backup power. On a case-by-case basis, SCE will triage such escalations based on medical need or other safety risks. The AFN Supervisor, Customer Care Branch Director, Business Resiliency Duty Manager (BRDM), and IC will assist with coordinating the best solution for the customer.

³¹ Webpage is available at <https://www.sce.com/outages-safety/safety-resources-support/cooling-center-locations>.

Requests for support are initially reviewed by our AFN Supervisor to identify any unmet needs through our 211 partners. Depending on the severity of each situation, SCE may request assistance with County OES or deploy a contracted temporary mobile generator. Under this process, all requests for generators involving a public safety need are coordinated through the BRDM to the appropriate county Office of Emergency Management (OEM) office for input. The OEM recommendation is included in the request that ultimately goes to the IC. The IC may provide directions to reroute the customer to a different circuit not impacted by de-energization or to deploy a portable generator. Once approval is given by the BRDM and IC to deploy a generator, the Logistics Section Chief will work with an engineer assigned to the Operation Section to appropriately size a generator to meet the needs of the residence. In all cases, customers are reminded to call 911 in case of any medical emergencies.

2.3.7.2 Critical Care Backup Battery (CCBB) Program

The Critical Care Backup Battery (CCBB) Program provides portable backup batteries to our most vulnerable customers enrolled in the MBL Program impacted by a PSPS. By delivering this essential resource, the program supports electricity-dependent customers who rely on electrically operated medical devices. The CCBB strengthens resilience and safeguards customers critical care needs during a PSPS.

To maximize awareness and participation, SCE actively drives customer engagement through a wide range of marketing and outreach strategies. Our efforts include personalized direct mail, outbound calls, social media campaigns and in-person home visits. SCE also partners with CBOs equipping them with training to amplify program awareness and participation.

2.4.7.2.1 CCBB Program Related Surveys

SCE remains committed to engaging every customer who receives a backup battery to ensure their experience meets the highest standards. In 2025, survey results indicated approximately 98% of participants reported high levels of satisfaction with the program and

the services they received. Building on this success, in 2026, SCE will continue to conduct comprehensive customer satisfaction surveys to monitor program performance, capture valuable feedback, and identify opportunities for continuous improvement.

2.3.7.3 Portable Power Station and Portable Generator Rebate Program

Residential customers impacted by a PSPS are eligible to receive incentives toward the purchase of up to five qualified electric portable power stations. While the CCBB Program remains the main backup battery program option for customers who rely on medical devices, this incentive offering is available to all customers affected by a PSPS.

Customers may also access incentives for portable generators, with enhanced incentive options available for those enrolled in MBL, CARE, or FERA. SCE will continue to evaluate program parameters throughout the year and may adjust or enhance incentive levels to better support customers affected by a PSPS. Factsheets and more information are available on SCE Marketplace.³²

2.3.7.4 In-Event Battery Loan Pilot

The In-Event Battery Loan pilot began in June 2023 to help customers with AFN who rely on medical devices or assistive technology but are not eligible for or have not yet applied to the CCCB Program. During PSPS, qualifying customers can request support through 211 services, which coordinate battery loans for temporary power needs. Contractors deliver the batteries, explain their safe use, and arrange pick-up after the event. Eligibility requires confirmation of reliance on relevant devices affected by potential PSPS de-energization. In 2026, 75 backup batteries will be available for customers with AFN during PSPS.

³² SCE Marketplace is available at <https://marketplace.sce.com>.

2.3.7.5 Self-Generation Incentive Program (SGIP)

SCE remains committed to promoting clean energy solutions that expand the growth of distributed generation, focusing on disadvantaged communities and helping increase customer resilience in High Fire Threat Districts (HFTDs). To support this goal, the statewide Self-Generation Incentive Program (SGIP) has been modernized with targeted incentives for resiliency related to wildfires.

SGIP provides eligible customers³³ with financial incentives for the installation of new qualifying technologies installed to meet all, or a portion of, the electric energy needs of a facility. To help address the need for resiliency and better prepare our customers for outages and PSPS, SGIP offers incentives for the installation of self-generating energy storage systems designed to offset the customer's energy use and work as backup battery to provide power when an outage occurs. The incentives for "resiliency" qualified projects cover close to 100% of residential and roughly 85% of non-residential battery cost.

The implementation of Assembly Bill (AB) 209³⁴ was formally approved and outlined in D.24-03-071. AB 209 is taxpayer funding for SGIP that added \$280 million in funding for SGIP statewide, with SCE receiving \$97 million. 90% of the allocated funds were made available for incentives, with the focus exclusively on customers who qualify for the Residential Solar and Storage Equity Budget (RSSE) program. D.24-03-071 also provides incentives for participating customers to receive funding for new solar installations that are paired with their eligible energy storage devices.

In 2026, SCE does not anticipate any additional funding for SGIP except through remaining allocation from AB 209 and possible project attrition. The program will remain open until June 30, 2028. The ratepayer funding source for SGIP concluded on December 31, 2025.

³³ The eligibility requirements to qualify for these incentives differ between residential and non-residential customers and are outlined in the SGIP handbook, *available at* <https://www.selfgenca.com/documents/handbook/2025>.

³⁴ AB-209 text is *available at* https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB209.

2.3.7.6 K-12 Backup Power System Rebate Pilot

The K-12 Backup Power System Rebate Pilot is designed to support public K-12 schools affected by a PSPS. This initiative aims to provide financial relief and greater energy resiliency by assisting schools in acquiring backup power solutions.

In 2026, SCE will strategically focus on assisting 15 public K-12 schools that have been affected by PSPS in previous years. These schools were chosen based on data showing they experienced the greatest disruptions due to extended or repeated power outages, which can severely impact students' learning and well-being.

Through this targeted effort, SCE will provide financial support to assist with purchasing and installing backup generators or battery storage systems. Schools may be eligible to receive up to \$50,000, significantly reducing the financial burden and making it more feasible for campuses to implement reliable power solutions to maintain critical educational operations during outages.

Customers installing clean energy backup power systems through this pilot may also be eligible for SCE's On-Bill Financing Program,³⁵ which offers zero percent interest loans and convenient repayment through the customer's SCE bill, while reducing the financial burden of out-of-pocket project costs.

The program is designed not only to offer immediate assistance but also to serve as a foundation for ongoing support. SCE intends to continue and possibly expand the initiative in subsequent years, evaluating its success and adapting based on feedback from participating schools. This approach ensures that the program remains responsive and effective in enhancing energy resiliency where it is needed most.

³⁵ K-12 Backup Power System Rebate Program participants installing non-diesel fueled generators or battery storage systems may participate in SCE's On-Bill Financing (OBF) Program. OBF eligibility and guidelines can be found at www.sce.com/onbill.

2.3.7.7 Senior Care Facility Backup Power System Rebate Pilot

The Senior Care Facility Backup Power System Rebate Pilot is designed to support senior care facilities affected by PSPS activations. This initiative addresses the pressing need for reliable backup power in environments where residents' health and safety are directly impacted by power outages.

In 2026, SCE will strategically target five senior care facilities that have been disproportionately impacted in previous seasons, identifying those where repeated or prolonged outages have posed significant risks to vulnerable populations.

By offering rebates to purchase and install generators or battery storage systems (up to \$50,000), the program aims to enable these facilities to acquire dependable backup power solutions, ensuring critical services—such as medical equipment, refrigerated medications, and climate control—remain operational during emergency shutoffs.

Senior Care Facilities that participate in this pilot and opt to install clean fuel backup power systems may also participate in SCE's On-Bill Financing Program (OBF)³⁶ to minimize the burden of upfront project cost. OBF loans are free of interest rates and charges and are conveniently billed and repaid through the participating customer's utility bill. The program is intended to extend into future years based on its effectiveness and community need. SCE will assess outcomes and gather feedback from participating facilities to refine and potentially expand the program, ensuring that it continues to address the evolving needs of senior care environments and supports greater energy resiliency where it is most needed.

2.3.7.8 Permanent Home Battery Backup Pilots

SCE is offering new permanent home battery storage pilots to strengthen resiliency for customers most impacted by PSPS events. These limited offerings are available to medically

³⁶ Senior Care Facility Backup Power System Rebate Program participants installing non-diesel fueled generators or battery storage systems may participate in SCE's On-Bill Financing (OBF) Program. OBF eligibility and guidelines can be found at www.sce.com/onbill.

vulnerable customers who have experienced five or more outages since January 1, 2023. One pathway provides fully subsidized battery systems for eligible low-income customers, while the other offers incentive support for all other qualifying customers.

The Fully Subsidized Permanent Home Battery pilot provides no-cost permanent battery systems to low-income customers enrolled in CARE or FERA, and MBL. Installations are delivered through the Energy Savings Assistance (ESA) Building Electrification (BE) Pilot program, integrating backup power with broader electrification benefits. All installations must meet all permitting, safety, and interconnection requirements, including Permission to Operate from SCE's Electric Generation Interconnection Department. Participants are also required to enroll in a Time of Use (TOU) rate plan. This pilot targets completion of 35 installations in 2026 and will continue to refine eligibility and implementation to ensure support reaches those most affected by recurring PSPS outages.

The Permanent Home Battery Rebate pilot provides incentive support toward the purchase and installation of a permanent home battery system for customers who do not meet the income-based eligibility of the fully subsidized option.³⁷ Customers must be enrolled in MBL and must not have previously received assistance from other permanent battery programs. Participants must also enroll in a TOU rate plan. This pilot is offered through the SCE Home Electrification Marketplace, which provides personalized quotes, connects customers with qualified contractors, and guides them through installation from assessment through interconnection.

Together, these pilots expand access to permanent battery storage, enhance resiliency for medically vulnerable customers facing the highest PSPS impact, and reduce reliance on fossil fuel backup generation.

³⁷ This pilot provides rebates (\$7,500) towards a home battery system for qualifying MBL customers.

2.3.8 Customer Participation in Programs that Support Resiliency

Pursuant to D.21-06-034, SCE is providing 2025 participation data on each type of assistance supporting resiliency for individuals with AFN by census tract, in Appendix G.

Please see Appendix G for total count by census tract for the following programs:³⁸

- Total number of free portable backup batteries deployed through the Critical Care Battery Backup program (7,650)
- Total number of SGIP resiliency projects completed in HFRA (347)
- Total number³⁹ of Portable Power Station Rebates (5,858) and total number of Portable Generator Rebates (1,480)
- Total number of free portable batteries deployed through the Disability Disaster and Access Resource (DDAR) program (146)

SCE provides additional assistance to customers by encouraging local hotels to provide discounts to customers experiencing a PSPS. Customers can review a list of participating hotels listed on SCE's website and can interact directly with the hotel to book rooms at a discounted rate.⁴⁰

SCE established the In-Event Battery Loan pilot to provide eligible customers who are affected by PSPS with a battery loan. In 2025, SCE's 75 backup batteries were loaned out 132 times to customers with AFN during PSPS events.

SCE previously partnered with California Foundation for Independent Living Centers (CFILC) for the DDAR⁴¹ program to provide assistance before, during, and after a PSPS. In 2025, the DDAR offered direct support during PSPS activations to help impacted customers. Through

³⁸ Counts reflect the data available for projects at the time this report was filed. Subsequent project submissions may alter these totals.

³⁹ Represents total number of rebates. Customers may be eligible to collect more than one rebate per service account.

⁴⁰ SCE's list of participating hotels is available at <https://www.sce.com/wildfire/customer-resources-and-support/hotel-discounts>.

⁴¹ DDAR has been disallowed and the program is closed. See D.25-09-030, pp. 433-434.

this partnership, DDAR conducted ~4,409 check-in calls to customers, assisted with 103 EOC escalations, and facilitated 111 hotel accommodations. Additionally, they provided 144 portable backup batteries, 523 gift cards for food along with 68 gift cards for gas ensuring customers received essential support throughout the event.

SCE partners with food banks to offer food support to individuals who have been de-energized by a PSPS. In 2025, food banks distributed 4,054 food boxes or bags to individuals affected by a PSPS.

SCE partners with 211 to provide direct support to customers with AFN such as transportation, hotel accommodations, hot meal deliveries, and shelf stable food. In 2025, 211 provided 1,309 meals, 6 transportation support, 1 fuel voucher, and 295 hotel nights' accommodations.

2.4 Customer Bill Assistance Programs

Enrollment in one of SCE's bill assistance programs is one of several ways to identify customers or households with AFN and provide targeted outreach to better support customers impacted by a PSPS.

2.4.1 Medical Baseline Allowance (MBL) Program

SCE encourages customers who require electrically operated medical or mobility equipment, or have other qualifying conditions, to sign up for the MBL Program. Customers can enroll by submitting their completed application online or by direct mail. This program provides customers with additional electricity each day at the lowest baseline rate. Additionally, enrollment in MBL adds protection during PSPS activations and prior to disconnections through an escalated notification process.⁴²

⁴² Refer to Section 2.7.1.2 PPS Customer Notifications for detailed information on the escalated notification process under Notifications for Medical Baseline and Self-Certified Customers.

SCE reaches out all customers enrolled in the MBL program through an annual letter to update contact information and enable them to provide additional means of contact (SMS, voice, email).⁴³

SCE will continue to raise customer awareness about the MBL program using the following opportunities and tactics:

- Interactive MBL webpage that provides information about the program and enables customers to print an application or enroll using the online application form. This page and the corresponding applications are currently translated into prevalent languages.
- Quarterly bill insert articles to all residential customers raising awareness of the MBL program and directing customers to SCE's MBL website sce.com/mbi to learn about the program and enroll.
- Automated recurring email campaign to drive new MBL enrollments; this campaign began in 2022 and will continue through the end of 2028.
- Conversations with customer service representatives either through SCE's contact center, social media, virtual meetings, or in-person at community events. SCE can direct customers to program resources and assist in filling out an application, as needed.
- Socializing SCE's MBL video which introduces the program and provides details about where and how to apply. This video can be found on SCE's YouTube channel; in 2023, the video was enhanced to include ASL translation and linked to the MBL website.
- During PSPS activations, CRCs and CCVs provide information on SCE's available programs including MBL, rebates and incentives.

⁴³ See D.19-05-042, Appendix A at A13.

- Partnerships with ILCs, CBOs, faith-based organizations and other agencies to raise awareness of and increase enrollment in the MBL program.
- Partnering with In-Home Health Services⁴⁴ and other health organizations (see Section 2.5.3.3 for additional details) by providing training to home healthcare workers and other social service agencies on MBL and providing them with resources including brochures and applications that they can make available at their facilities.
- Contracting with 211 to help enroll qualifying individuals in MBL through Care Coordination.
- Leveraging customers with AFN surveys responses that indicate there is medical equipment in a household to provide targeted marketing for Medical Baseline to highlight program awareness.

Additionally, the Joint IOUs hold monthly MBL benchmarking meetings to highlight activities and share best practices in areas of outreach campaigns, awareness, and enrollments to ensure alignment within the respective IOU's service areas.

2.4.1.1 Joint IOU MBL Population Study

D.20-06-003 adopted various rules and policy changes for the IOUs to reduce the number of residential customer disconnections and to improve reconnection processes for disconnected customers. In this decision, the Commission directed the Joint IOUs (in this context, the Joint IOUs are the three electric utilities and SoCalGas) to file a Tier 3 Advice Letter (AL) to establish enrollment goals for the MBL Program and articulate plans for increasing customer outreach activities. On August 17, 2020, the Joint IOUs each filed a Tier 3 AL under D.20-06-003.

⁴⁴ SCE provides annual training to county health workers who perform in-home visits before the second quarter of each calendar year. See D. 20-06-003, OP (37), available at <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M340/K648/340648092.PDF>. On August 17, 2020, SCE filed an advice letter with the CPUC, ADVICE 4276-E, which describes Southern California Edison Company's Plan to Implement Requirements in Support of the Medical Baseline Program, at p. 5.

On September 24, 2021, the Commission issued Resolution E-5169, which approved with Modifications the Tier 3 ALs filed by each of the Joint IOUs and found that it was reasonable for the Joint IOUs to request formal consideration of an estimated eligibility study for the MBL Program in each IOU's service territory to inform enrollment goals. Ordering Paragraph 4 of Resolution E-5169 provided an opportunity for the Joint IOUs to file a consolidated request for consideration of an estimated eligible population study for the MBL Program.

The Joint IOUs filed a joint motion on December 22, 2021, requesting approval to conduct an MBL eligible population study and hold a public workshop to finalize the scope of work.

The motion proposed the development of a single, coordinated, statewide study plan to produce an initial estimate of eligible MBL populations for each IOU's electric and gas territory. The Joint IOUs proposed that the study be performed by a single third-party consultant to ensure consistency in estimating MBL populations across the Joint IOUs' service territories. The estimates will then be compared to existing MBL enrollment numbers and, if gaps are identified, utilized to improve current identification and outreach efforts.

Study Requirements:

D.23-08-049 established the regulatory requirements for the MBL study. The key study requirements are the following:

- a. PG&E would conduct a request for proposals and hire a single third-party consultant to conduct the MBL Study and stakeholder workshop.
- b. The third-party consultant would be selected by PG&E through a competitive process in consultation with the other IOUs, and would develop a single, coordinated, statewide study plan to produce an initial estimate of eligible customers for the MBL Program (or medical discounts for non-tiered rates) for each IOU's electric and gas territory.

- c. The third-party consultant would conduct a public workshop to seek input on its proposed study design on or before July 31, 2024.⁴⁵
- d. The Joint IOUs would file a Tier 3 AL to seek approval of the consultant's study design and budget within 13 months of the effective date of this decision.⁴⁶ The final scope of work would address the input of stakeholders from the public workshop.
- e. The Joint IOUs would collaborate with the consultant by providing data and other support throughout the study process.
- f. The third-party consultant would release a draft report and hold a public workshop to discuss the draft report within 11 months of the resolution of the Tier 3 AL.

Verdant Associates conducted a public workshop on the proposed study design on July 24, 2024. Verdant Associates produced a final MBL Study Design and budget, which was submitted to the CPUC for approval in a Joint IOUs Tier 3 AL on September 30, 2024. This AL is still pending approval. Once the AL has been approved, the Joint IOUs will provide the necessary data to Verdant to begin work and will release a draft report and hold a public workshop to discuss the initial population estimates within 11 months of the AL's approval date.

2.4.2 Income Qualified Programs

SCE offers a variety of bill assistance programs designed to help customers balance their energy and household costs that are also utilized to identify customers with AFN. Enrollment in the CARE or FERA program allows customers to qualify for a number of financial assistances, debt forgiveness, and bill reducing programs. Both CARE and FERA provide significant discounts to customers who qualify for bill assistance based on their household size and

⁴⁵ The original decision required the workshop to be held within 5 months of the effective date of the decision. However, the Joint IOUs received approval for two Extensions of Time to Comply, which moved the workshop date to within 11 months of the effective date of the decision (July 31, 2024).

⁴⁶ Similarly, an Extension of Time to Comply was approved that moved the Tier 3 AL due date from within nine months of the effective date of the decision until within 13 months of the effective date of the decision (September 30, 2024).

income, or approval for public assistance programs, including but not limited to: Medi-Cal/Medicaid, CalFresh, Women, Infants and Children (WIC) program, Low Income Home Energy Assistance Program (LIHEAP), or Supplemental Security Insurance (SSI). Additionally, the ESA program is designed to help customers conserve energy and save money. Income-qualified customers may be eligible to receive energy-efficient appliances at no charge or a minimal charge. These programs are described in detail below. For additional information on financial assistance, debt forgiveness, and bill reduction programs, visit [SCE.com](https://www.sce.com).⁴⁷

2.4.2.1 California Alternate Rates for Energy (CARE)

SCE provides discounted rates to income-eligible households through the CARE program, offering a 32.5% monthly bill reduction. To promote CARE, SCE employs targeted direct mail letters and emails in English and Spanish. Information is also distributed in multiple languages on [SCE.com](https://www.sce.com) and billing messages and at outreach events and social media platforms. SCE facilitates CARE enrollment through various channels, such as self-service via [SCE.com](https://www.sce.com), Interactive Voice Response (IVR), direct phone applications with a call center agent, and mailed application options. In-language support and third-party translation services are utilized to assist customers. Additionally, SCE collaborates with over 60 CBOs to enroll customers in the CARE program, compensating them for their participation in the capitation program.

2.4.2.2 Family Electric Rate Assistance (FERA)

The Family Electric Rate Assistance (FERA) program offers eligible income-qualified households within SCE's service area a monthly discount of 18% on their electricity bill. Expanded guidelines now include households with one or two members who have incomes above 200% but not exceeding 250% of the Federal Poverty Guidelines (FPG). Participating households include single-family residences and those in sub-metered facilities.

⁴⁷ Webpage is available at <https://www.sce.com/residential/assistance>.

2.4.2.3 Energy Savings Assistance Program (ESA)

ESA helps income-qualified households conserve energy and reduce electricity costs by replacing old, inefficient appliances with new, energy-efficient ones. SCE pays all the costs of purchasing and installing the measures, which are free to eligible homeowners and renters.

To qualify for ESA, households must receive electricity service from SCE, meet the program's income and feasibility requirements for measure installation, and own or rent a home. Renters must have the homeowner's written permission before receiving certain program services.

In 2026, SCE will be working with three agencies to conduct outreach, marketing, and lead generation services for the ESA program. These agencies will focus on hard-to-reach areas, some of which may be customers with AFN, collecting customer leads in the communities via events and partnerships with other organizations. These agencies will not visit homes but will obtain leads that SCE can refer to current contractors to complete the ESA enrollment. The goal is to increase enrollments for ESA program as a whole; however, this may result in an added benefit of reaching more customers with AFN through these additional outreach efforts.

2.5 Customer Preparedness Outreach and Community Engagement

2.5.1 Advisory Councils

2.5.1.1 Collaborative Council and Joint IOU Statewide AFN Council

SCE is committed to understanding the unique and diverse needs of individuals with AFN. To receive feedback from stakeholders, SCE, in partnership with the other California IOUs, participates in the AFN Collaborative Council and Joint IOU Statewide AFN Advisory Council. Each Council serves a specific purpose and supports SCE in directing efforts for customers with AFN.

The AFN Collaborative Council consists of executive leaders across the AFN community and IOU executive leaders. This Council functions as the steering committee (decision-making forum) for the Statewide Joint IOU AFN Advisory Council (working group forum). See Appendix A for the list of Collaborative Council members and Joint IOU Statewide AFN Advisory Council members. Both Councils meet on a quarterly basis, or more frequently as needed.

The Joint IOU AFN Statewide Advisory Council is comprised of a diverse group of recognized CBO leaders that support the AFN population as well as members and advocates from within the AFN community. SCE's Vice President of Customer Operations Division is an active participant and will be participating as Co-Chair of the Joint IOU AFN Collaborative and Statewide Advisory Councils in 2026. The Joint IOU AFN Statewide Advisory Council serves as a working group and opens the dialogue to discuss unique needs of individuals with AFN and develop a holistic strategy on how to better serve them. The Joint IOU AFN Statewide Advisory Council aids all stakeholders in developing and executing meaningful strategies to serve individuals with AFN. It provides independent expertise to help ensure that utility customer programs incorporate best practices. The Joint IOU AFN Statewide Advisory Council also helps utilities and other stakeholders further develop their AFN strategies to implement robust programs that will adequately and appropriately educate, communicate with, and aid individuals with AFN in building resiliency for emergencies, outages, and de-energization events such as PSPS. Members of the Joint IOU AFN Statewide Advisory Council are encouraged to work alongside the utilities to develop the AFN Plan. SCE remains committed to building upon the expertise of these councils and further opportunities to serve individuals with AFN across our service area. SCE will engage these councils throughout the year and continue to incorporate feedback in quarterly reports.

2.5.1.2 Regional Working Groups and Advisory Board

In 2026, SCE will continue to meet quarterly with the PSPS Working Groups, which include small multi-jurisdictional electric utilities, community choice aggregators (CCAs),

publicly owned electric utilities, communications, and water service providers, CPUC staff, tribal and local government entities, Public Safety Partners, and representatives of AFN communities. The PSPS Working Groups discuss communication strategies, information sharing, identification of critical facilities, customer care programs, strategies for supporting customers with AFN, and contingency plans. Additionally, these forums are used to leverage lessons learned, solicit feedback, and discuss recommendations for improving the PSPS experience overall.

SCE will also continue to hold the quarterly PSPS Advisory Board meeting which includes Public Safety Partners, Critical Facilities such as communications and water service providers, local and tribal government officials, business groups, non-profits, representatives of communities with AFN, and academic organizations. The Advisory Board provides hands-on, direct involvement and advisory functions on various aspects of PSPS de-energization. The Advisory Board has senior-level representation from the stakeholder organizations and efforts are coordinated to ensure alignment of topics and sharing of key issues between the Working Groups and Advisory Board.

2.5.2 Tribal Engagement

In 2026, SCE will continue to actively engage with tribal governments in our service area, primarily those with PSPS circuits located in their jurisdictions, to share and provide updates on SCE's Wildfire Mitigation Plan (WMP) and PSPS. SCE holds and attends meetings focused on educating and seeking feedback from tribal government officials on SCE's wildfire mitigation efforts, PSPS de-energization process, how SCE communicates and works with tribal agencies and emergency operations during PSPS activations, and assistance in promoting customer programs such as the MBL program and the CCBB Program.⁴⁸

⁴⁸ SCE partners with tribal governments to encourage identification of AFN population and promote education and outreach of customer programs and services. See D.19-05-042, Appendix A at A13.

On June 7, 2021, the CPUC issued D.21-06-015⁴⁹ which authorizes SCE to continue ongoing engagement with tribal communities, including offering grants for services, to help increase enrollment into the low-income programs, decrease participation barriers and negative perceptions, and build trust with tribal communities.

Additionally, PSPS guidelines directed the electric utilities to work with Public Safety Partners, which includes tribal governments, to identify assistance required by current and potentially eligible MBL program customers during de-energization events.⁵⁰

To effectively meet these requirements, SCE has established a Tribal Mini-Grant Program where SCE partners with tribal governments to conduct AFN Self-ID surveys and MBL enrollment outreach to customers in tribal communities. SCE meets regularly with tribal organizations, actively participating in discussions to advocate for the CARE/FERA programs and encourages them to explore the possibility of becoming a capitation agency. SCE developed a Tribal Nations website⁵¹ which provides tribal communities access to relevant information such as tribal areas served by SCE, recorded community trainings, and partnerships available to its constituents. Additionally, SCE will work with tribal elected officials and their communications team/contact to help market and educate tribal members about AFN programs. SCE will alert tribal nation leadership anytime there is a new posting on the SCE Tribal Nation website about all SCE-related programs, including targeted AFN updates.

As a part of SCE's tribal engagement plan in 2026, SCE will share the need for tribes to better understand their citizen's access and functional needs and assist SCE in appropriately

⁴⁹ D.21-06-015 - Decision On Large Investor-Owned Utilities' And Marin Clean Energy's California Alternate Rates For Energy (CARE), Energy Savings Assistance (ESA), And Family Electric Rate Assistance (FERA) Program Applications For Program Years 2021-2026.

⁵⁰ D.19-05-042, Appendix A at A12-A13, A20-21; D.20-05-051, Appendix A at A8; D.21-06-034, Appendix A at A8-A9. The CPUC modified the definition of "public safety partners" to: "The term 'public safety partners' refers to first/emergency responders (defined in D.19-05-042, Appendix A at A3-A4) at the tribal, local, state, and federal level; water, wastewater and communication service providers; community choice aggregators (CCAs); affected publicly-owned utilities (POUs)/electrical cooperatives; the Commission; Cal OES; and CAL FIRE. Public safety partners will receive priority notification of a de-energization event, as discussed in subsequent sections." (D.19-05-042, Appendix A at A4.)

⁵¹ SCE's Tribal Nations Website, available at <https://www.sce.com/partners/partnerships/Tribal-Communities>.

identifying which citizens have AFN. This message is clearly conveyed in the spring and fall engagement meetings or written documents shared with the tribal council groups in SCE's service area.

2.5.3 Community Based Organization (CBO) Outreach

SCE embraces the whole community planning approach and works to cultivate new partnerships and expand on existing partnerships, including CBOs, healthcare, and public health departments to perform proactive education and outreach. These efforts minimize the impact of PSPS on customers with AFN and improve overall knowledge of programs and services available to them.⁵²

2.5.3.1 Independent Living Centers (ILC)

SCE remains committed to ongoing collaboration and engagement with ILCs. **Error! Reference source not found.** SCE values the essential services they provide to our communities and recognizes the important role they play in supporting individuals with disabilities.

SCE remains committed to maintaining the safety and well-being of all our customers. To ensure ILCs have timely access to information to serve our communities, they will continue to have access to our PSPS Portal, receive countywide notifications, and be included in our activation meetings and CBO office hours during a PSPS. Additionally, we provide opportunities for the ILCs to participate in funding activities through Corporate Philanthropy as well as CBO engagement for Wildfire and Safety preparedness. See next section for additional details.

2.5.3.2 CBO Engagement Wildfire and Safety Preparedness

In 2026, SCE will continue to strengthen its partnership with CBOs that represent and serve the AFN community, especially those residing in HFRA. Building on the success of

⁵² See D.21-06-34, Appendix A at A9.

previous years, SCE will maintain a robust network of 90+ CBOs, ensuring broad and diverse coverage across our service territory. This network is essential for reaching customers before, during, and after wildfire events and PSPS.

Key Focus Areas for 2026 include the following:

- **Preparedness and Resiliency:** With the increasing frequency and severity of wildfires and weather-related events, our outreach will place even greater emphasis on emergency preparedness. CBOs will be equipped with updated resources and training to help customers with AFN develop personalized emergency plans, understand PSPS protocols, and access critical support services.
- **211 Awareness:** Recognizing the vital role of 211 as a single point of contact for disaster resources, SCE will work with CBOs to increase community awareness and utilization of 211 for information, referrals, and individualized resiliency planning. Outreach materials will highlight how 211 can assist with transportation, food, shelter, and medical needs during emergencies.
- **Inclusive, Accessible Communication:** All outreach will continue to prioritize accessibility and cultural relevance. CBOs will receive resources that include:
 - Turnkey messages for social media and community channels
 - Diverse, inclusive, and in language content
 - Visual materials and giveaways that reinforce safety and preparedness, tailored to the AFN community
 - In addition to providing information, CBOs will help distribute preparedness kits and other key resources, participate in community meetings and events, and ensure customers with AFN receive timely, accurate, and actionable information about PSPS and wildfire safety. SCE will use feedback from CBOs and the community to continuously improve our program and resources

All CBOs will participate in webinars and one-on-one sessions with program leads to review outreach strategies, discuss program updates, and learn about new resources or

objectives. SCE will actively seek feedback from CBOs and the AFN community to continuously improve outreach effectiveness, address emerging needs, and share best practices.

Additionally, CBOs will provide essential support to their communities during a PSPS by keeping customers informed and helping them connect with critical resources and assistance. Key objectives include expanding preparedness education and resource access for customers with AFN in HFRA, increasing community knowledge and use of 211 and other critical support services, and fostering a culture of readiness and resilience through trusted CBO partnerships.

2.5.3.3 Healthcare, durable medical equipment providers, In-Home Supportive Services (IHSS) and Regional Centers

SCE recognizes that on-going engagement with healthcare practitioners, medical associations, and representatives of durable medical equipment is a key opportunity to increase enrollment in the MBL program and connect individuals with AFN to programs and services that help our customers prepare for a PSPS.

In 2026, the Joint IOUs will continue relationships with relevant organizations and agencies to deliver statewide outreach, including but not limited to the California's Department of Social Services In-Home Supportive Services (IHSS) program managers, the Department of Developmental Services' Regional Center staff, the California Hospital Association/California Hospital Council, the Department of Rehabilitation (DOR) including Voluntary Organizations Active in Disaster (VOADs), and the department of aging. Our outreach will cover relevant information such as:

- Emergency preparedness and planning ([PrepareForPowerDown.com](https://www.prepareforpowerdown.com))
- MBL program and Self-Certify program
- 211 support services such as Care Coordination and direct support during PSPS
- Generator and backup battery programs
- Other resources and offerings provided to customers during PSPS activations (e.g., CRCs/CCVs, food support, etc.)

Engagement activity with these organizations will be provided in our quarterly report.

2.5.3.4 Edison Community Ambassadors

The Edison Community Ambassadors is a dedicated team of SCE employees who volunteer in the community, participate in customer outreach activities and engage with SCE customers throughout SCE's service territory. The ambassadors aim to amplify SCE's presence in the community to enhance public trust and champion access and equality for all. They ensure no customer is left behind on the path to new energy and work to increase the customer's awareness of SCE programs, services, and wildfire mitigation efforts. The team aligns its efforts with other outreach efforts (CCV, CRC, and CBO outreach) before and after a PSPS by participating in events and speaking engagements that strengthen the company's presence and build relationships with customers.

A key focus of the Ambassadors' mission will be to ensure that customers with AFN, especially those who have experienced de-energization or have disabilities, receive clear, accessible information about both wildfire mitigation efforts and AFN specific support programs. They will staff a variety of outreach activities to engage with customers with AFN in HFRA communities throughout the year. Ambassadors will educate customers with AFN on emergency preparedness before potential disruptions occur, help them understand what to expect, and share available resources. Following additional employee recruitment in 2026, the ambassadors will maintain a more consistent and visible presence in the community, continuing to provide education and resources to customers with AFN through proactive outreach efforts. The team follows annual training and safety protocols to ensure their well-being and promote sensitivity to the needs of customers with AFN.

2.5.4 Marketing Campaigns

For 2026, SCE will continue personalized outreach to HFRA customers who have completed the AFN Self-ID survey and are now flagged as AFN in our customer database. This

outreach will emphasize the importance of proactive preparedness and highlight backup power solutions, 211.org, and other resources to help mitigate PSPS Impacts.

SCE also plans to expand its AFN Self-ID survey to non-HFRA customers with its service area. Service accounts of customers who complete the survey will be flagged as AFN, enabling targeted outreach for outage emergencies such as earthquakes, severe storms, and landslides.

SCE will email its annual PSPS newsletter versioned for both HFRA and non-HFRA audiences to all customers, including those flagged as customers with AFN. Customers without email will receive a postcard directing them to the digitized newsletter on SCE's Wildfire Communications Center at SCE.com. SCE will continue to promote our Outage Emergency Preparedness checklist (versioned for HFRA, HFRA-AFN, and non-HFRA customers) as a tool to help customers prepare for, stay safe, and remain informed before, during, and after an outage emergency.

SCE will continue to partner with the other electric utilities, the AFN Statewide Council, and other key stakeholders to identify potential opportunities to co-create and jointly fund AFN-focused statewide customer marketing materials and advertising assets, including expansion of assets currently housed on the statewide P4PD website for AFN-focused CBOs and State Agencies to amplify those IOU resources to their constituents.

2.5.5 Advertising

SCE's advertising seeks to educate customers and the public on PSPS, including the conditions that trigger a PSPS, how to prepare for a PSPS and emergencies, and what SCE has done and continues to do to mitigate the risk of wildfires. In 2026, SCE plans to develop a new ad on Wildfire Mitigation and continue to run existing ads. All of SCE's ads are translated into four languages including Spanish, Chinese, Korean, and Vietnamese. On top of that, static digital banners are translated into 15 additional languages including Arabic, Armenian, Cambodian, Farsi, French, German, Japanese, Khmer, Punjabi, Russian, Portuguese, Hindi, Hmong, Tagalog, and Thai. SCE also uses social media to support its advertising and marketing

campaign with paid and organic posts informing customers about general awareness and education on PSPS, emergency preparedness tips, how to sign up for PSPS alerts, storytelling around SCE's wildfire mitigation efforts, generator and power station rebates, and general safety tips during outages. Also, information about SCE's CRCs and CCVs is shared on Facebook, Instagram, and Nextdoor and is targeted to the areas affected by PSPS and have a Community Resource stood up. SCE measures impressions, engagements and click-through rates for these ads. Comments are monitored and high-risk concerns are escalated where appropriate, as well as distributed through two daily Pulse Reports shared with Public Information Officers (PIOs) and Liaison Officers (LNOs).

In 2026, SCE will continue to run advertisements in English and other languages concurrently service area wide, using a variety of channels, including search, billboards, bus shelters, digital banners, digital video, social media, digital audio, and broadcast radio. SCE will continue to use digital banners in five languages (English, Spanish, Chinese, Korean and Vietnamese) to reach MBL customers, to encourage program enrollment and emergency preparedness. The 2026 advertising campaign will continue to emphasize PSPS readiness and customer programs, specifically for customers with AFN.

2.5.6 Dedicated AFN Webpage on SCE.com

SCE's AFN landing page highlights the unique safety, resource, and information concerns of customers with AFN and includes a link to the Accessible Hazard Alert System (AHAS). SCE will continue updating the AFN page with relevant content, as needed in 2026.

2.5.7 Statewide Website for AFN Solutions

[PrepareForPowerDown.com](https://www.prepareforpowerdown.com) (P4PD) is a Joint IOUs website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the Joint IOUs CBO training presentations, PSPS social media graphics and utility specific PSPS

support materials. While those materials are still available for CBOs, P4PD is now a customer-facing website with additional user-friendly features and emergency preparedness tools.

The Joint IOUs performed Phase 2 updates that focused on enhancing the user journey through the website. The updated site offers a utility-customized view of programs and resources, customized preparedness checklists, and additional encouragement to sign up for outage alerts, enroll in MBL program, if eligible, and gain access to other utility customer support programs.

In 2026, the Joint IOUs will maintain collaboration with stakeholder groups and organizations to promote awareness and encourage utilization of the website. The site will be continuously monitored and updated as needed. Website analytics will be included in quarterly reports. Furthermore, the Joint IOUs will actively seek opportunities to enhance the P4PD site to improve accessibility.

2.5.8 Community Meetings in HFRA

In 2026, SCE plans to host virtual community meetings in HFRA to provide information on SCE's wildfire mitigation efforts, PSPS, and emergency preparedness. ASL interpretation will be offered for all meetings and will include information on SCE programs, services, and resources available to the AFN community. The meetings will also provide information on communications and notifications around PSPS, customer programs such as the MBL program and CCBB Program, and resources to help customers be better prepared. These meetings offer participants the opportunity to ask questions of SCE staff and share their feedback and concerns. SCE will promote the meetings to customers in HFRA, and information about the meetings will be available on SCE's website. SCE plans to record the meetings and post them with closed captioning on SCE's YouTube channel, which provides the ability for customers to view closed captioning in multiple languages.

2.5.9 Outreach to Cities and Counties

In 2026, SCE will continue its regular outreach with local and tribal governments in HFRA across its service area (primarily those with PSPS circuits located in their jurisdictions) to share and provide updates on SCE’s WMP and PSPS. Outreach will focus on educating and seeking feedback from local government officials on SCE’s wildfire mitigation efforts, PSPS de-energization process, PSPS tools, resources for both local governments and customers, and how SCE communicates and works with government agencies and emergency operations during PSPS activations. SCE will conduct a series of webinars for local and tribal government partners, share relevant resources via email to elected officials and key emergency preparedness personnel, and conduct individual briefings as needed. SCE also requests the assistance of local and tribal governments in promoting customer programs such as the MBL program and the CCBB Program. SCE will also solicit advice on outreach to individuals with AFN.⁵³

2.6 PSPS Activation (During – Emergency Operation Center Activated)

2.6.1 In-PSPS Communications

SCE has developed a notification and communication strategy⁵⁴ to provide state agencies, Public Safety Partners, critical infrastructure and facilities providers, as well as customers, including those with AFN, and all interested stakeholders with accessible, actionable, and easy to understand information before, during, and after PSPS events that may impact them. This notification strategy is available in SCE’s 2025 Pre-Season Report.⁵⁵

SCE’s notification approach includes using accessible language for notifications, leveraging CBO networks to augment SCE’s messaging, notifying paratransit agencies as well

⁵³ SCE partners with local governments to encourage identification of AFN population and promote education and outreach of customer programs and services. See D.19-05-042, Appendix A at A13.

⁵⁴ SCE develops and reviews communication plan in collaboration with Cal OES, County and Local Governments, independent living centers and other representatives of people with AFN. See D.20-05-051, Appendix A at A3 and D.21-06-034, Appendix A at A11.

⁵⁵ 2025 PSPS Pre-Season Report is available at <https://on.sce.com/PSPSPreSeasonReporting>.

as owners and managers of multi-family dwellings, implementing PSPS Address Level Alerts for non-account holders and taking additional steps to ensure MBL and self-certified customers are receiving notifications, advising them about potential PSPS.

SCE offers the PSPP which was launched in June 2021. The Portal is for Public Safety Partners and contains non-public PSPS related information. The PSPP includes PSPS planning and event-specific information for Public Safety Partners that support emergency management efforts. This includes emergency responders from federal, state, local and tribal governments, telecommunications providers, water agencies, publicly owned utilities, hospitals, and transportation agencies. When a PSPS is activated on the Portal, those partners who have subscribed to Portal updates will receive automated e-mail communications. Users can opt-out of these automated e-mail communications by setting their personal preferences in the Portal. Authorized local and tribal government representatives can request access by visiting the PSPP at: <https://publicsafetyportal.sce.com>. Requests are reviewed and processed by system administrator: publicsafetyportal@sce.com.

2.6.1.1 PSPS Notifications to Community Stakeholders

2.6.1.1.1 Notifications to Public Safety Partners

SCE's goal is to notify all Public Safety Partners, critical facilities and infrastructure, and customers in accordance with the minimum timelines set forth by the CPUC in D.19-05-042. Public Safety Partners require lead time to prepare to respond to potential de-energizations. To support this need, when possible, SCE provides notification to these agencies between 48 and 72 hours before a potential PSPS de-energization. Additional update notifications are made again at 24-hour intervals throughout the event. While every effort is made by SCE to notify customers in advance of a PSPS, the sudden onset of unexpected weather conditions may require SCE to de-energize customers with little to no advanced notification in order to reduce the risk of our electric system from becoming a source of ignition.

SCE implemented the CDP in 2022. The CDP system integrates the PSPS management under a single platform which improves the timeliness and accuracy of notifications to customers.

2.6.1.1.1.1 CBO Notifications

County-wide notifications are available to CBOs who have partnered with SCE to perform customer education and outreach and who have expressed interest in receiving Public Safety Partner notifications. These notifications allow CBOs to prepare in advance of potential PSPS, amplify messaging, and perform safety and preparedness checks on their constituents as needed. CBOs can request limited access to the PSPP. In 2026, SCE will continue to do reviews and updates of these notifications to ensure that CBO partners who need to stay informed receive them.

2.6.1.1.1.2 Paratransit Notifications

SCE provides notifications to critical facilities and infrastructure customers, including paratransit agencies, and, when possible, up to 72 hours before a potential PSPS outage. These entities may also request access to the PSPP to obtain detailed operational information, including ZIP Codes⁵⁶ for potentially impacted customers. For more information on partnerships with accessible transportation, please see Section 2.3.3.

2.6.1.1.1.3 Address Level Alerts

PSPS Address Level Alerts launched on October 25, 2021. These notifications are meant for non-account holders, and are helpful for master-meter residential tenants, small business tenants, landlords, caregivers, relatives, in-person service providers, and frequent travelers.⁵⁷

⁵⁶ SCE provides proactive notification and impacts ZIP Code information to paratransit agencies. See D.21-06-034, Appendix A at A9.

⁵⁷ SCE leverages CBO partnerships to engage and educate individuals on options to receive notifications regardless of whether they are the customer on record. See D.21-06-34, Appendix A at A9.

Address Level Alerts are available in seven languages (English, Spanish, Cantonese, Mandarin, Korean, Vietnamese, and Tagalog). The availability of these notifications is communicated through advertising, customer newsletters, CBO partnerships, and SCE.com. SCE will continue to identify and implement improvements for the PSPS Address Level Alerts based on feedback from users.

2.6.1.2 PPS Customer Notifications

SCE begins notification, when possible, 72 hours before forecasted conditions to customers via their preferred method of communication (e.g., SMS, e-mail, voice call). Customers are scheduled to be notified again, one day before the forecasted conditions. PPS notifications are delivered via the customer's preferred method: SMS, voice,⁵⁸ and e-mail. PPS notifications to customers are available in 23 languages, as well as American Sign Language. In September 2023, in response to customer feedback, circuit information was added to notifications to assist with helping customers understand the location and impact of a potential PPS activation. SCE will continue to capture customer feedback in 2026 and evaluate what improvements can be implemented.

2.6.1.2.1 Notifications for MBL and Self-Certified Customers

SCE takes steps to ensure that MBL, including Critical Care, and Self-Certified⁵⁹ customers are notified of forecasted PPS activations. During each PPS, SCE's CDP receives the results for forecast notifications that were not delivered successfully to a MBL, Critical Care, and Self-Certified customer. The on-duty customer care branch will research these customer accounts and look for alternative channels of communication.⁶⁰ In most cases, SCE successfully reaches these customers through this process. However, should SCE not reach a customer

⁵⁸ PPS Notifications for Mixteco, Zapoteco, and Purapecha languages are only available via Voice.

⁵⁹ These individuals certified as having a condition that could become life-threatening if electricity is disconnected.

⁶⁰ If there is a disruption to traditional communication channels occur, SCE provides contingency alternatives to communicate with MBL and Self-Certified Customers. See D.20-05-051, Appendix A at A3.

remotely by phone or email, then SCE will send a field service representative to the customer's address.⁶¹ If personal contact is not made, a notice (doorhanger) is left with information about the PSPS event and a request for the customer to contact SCE to update their contact information. The secondary verification for MBL, including Critical Care, and Self-Certified customers occurs during pre-event (advance) notifications. Unforeseen weather conditions may prevent notice to customers in advance of de-energization.

To maintain the most current contact information in the databases, SCE leverages all touch points with customers as an opportunity to validate or update their contact information. For example, in the process outlined above, if an AFN Supervisor speaks with these customers, the representative will update their contact information in SCE's systems. On an annual basis, SCE sends every customer enrolled in the MBL program a letter covering power outages and the importance of a resiliency plan and asks that they contact SCE to make sure their contact information is up to date. SCE conducts a review of all MBL accounts to identify customers who do not have contact preference information designated for outages or emergency notifications to obtain this critical information.

2.6.1.2.2 Multi-Family Dwellings and Property Managers

In June 2025, 1,000,270 residential and business customers who reside in HFRA, including multifamily tenants who are individually metered, received SCE's annual PPS Newsletter via email. Translated versions in all CPUC-designated prevalent languages were accessible to customers via the Wildfire Communications Center on SCE.com. Approximately 276,000 HFRA residential and business customers who did not have an email address on file received a postcard in the mail directing them to access the digitized HFRA PPS newsletter in their preferred language, via SCE's Wildfire Communications Center.

⁶¹ Notifications for MBL and Self-Certified customers are intended to achieve a coordinated positive/affirmative notification strategy for customers that depend on electricity for the provision of life sustaining services. This strategy includes up to in-person notification when possible. See D.19-05-042, Appendix A at A20.

All non-HFRA customers with an email address on file received SCE's annual non-HFRA versioned newsletter that focused on outage safety tips and how to prepare for emergencies. Links to drive PSPS Address Level Alert signups and to SCE's new outage emergency preparedness checklist were included in the newsletter. The non-HFRA PSPS newsletter also highlighted SCE's wildfire mitigation and PSPS progress to date. Non-HFRA customers without an email address on file received a postcard in the mail directing them to access the digitized non-HFRA PSPS newsletter in their preferred language via SCE's Wildfire Communications Center.

In 2026, SCE will continue to email the HFRA and non-HFRA versioned PSPS Newsletters to all customers who comprise these respective audiences. Postcards will be mailed to those customers who do not have an email address on file.

In August 2025, SCE also mailed an updated bi-lingual (English and Spanish) PSPS Annual Master Letter & Flyers to master-metered customers in HFRA (and a few Non-HFRA customers on downstream circuits that could be impacted) to request that landlord and property owners educate their sub-metered tenants about wildfire and PSPS, including steps their sub-metered tenants can take to plan, prepare, and stay safe during a PSPS outage. SCE requested that master-meter customers post the flyers provided for tenant awareness. The flyer also included a QR code to help drive PSPS Address Alert signups. Translated versions of the flyer in Chinese, Vietnamese, Korean, and Tagalog (in addition to Spanish) were made accessible for download via SCE's Wildfire Communications Center webpage.⁶²

Likewise in 2026, SCE will send its annual PSPS Master Meter bi-lingual letter and tenant education flyer to property owners and landlords to encourage proactive wildfire season preparedness behavior. Translated versions of the flyer in Spanish, Chinese, Vietnamese, Korean, and Tagalog will be accessible for download via SCE's Wildfire Communications Center webpage.

⁶² Webpage is available at <https://www.sce.com/wildfire/wildfirecommunications-center>.

In 2022 and 2023, SCE partnered with the California Apartment Association (CAA) to include Joint IOUs wildfire season preparedness messaging in their e-newsletter and on their corporate website. Due to a shift in CAA’s communications priorities during the 2024 election cycle, SCE was not afforded this opportunity in 2024 or 2025. In 2026 SCE will reach back out to CAA to determine if they are open to extending this partnership opportunity to us again.

2.6.1.3 Accessible Media Engagement

2.6.1.3.1 Accessible Website

On SCE.com, customers can find information about SCE’s wildfire mitigation efforts, tips on how to become more resilient during major events and updates regarding PSPS outages in their area. Mass media advertising, which can include online radio, digital banners/videos, and social media, directs customers to SCE.com for more information. SCE also maintains a toll-free phone line staffed with trained personnel who receive calls from impacted customers.

SCE.com is routinely tested⁶³ to support visitors who use a wide range of assistive technologies – including screen readers – to access the internet. Maps denoting PSPS locations and details have been optimized to support customers with visual limitations, including color blindness. SCE has an Accessible Hazard Alerts System (AHAS) that provides customers impacted by PSPS to view their PSPS notification and other resources in ASL. Wildfire/PSPS content on SCE.com is available in 19 languages prevalent in the service area (including English) to further assist customers with language dependency.

SCE will continue to advance SCE.com's Web Content Accessibility Guidelines (WCAG) levels to meet or exceed compliance across its digital properties to ensure wildfire mitigation content is accessible to all customers. These properties include SCE.com, Edison.com and Energized by Edison (energized.edison.com). SCE will also continue to maintain accessibility of

⁶³ External-facing digital properties such as SCE.com, Edison.com, Energized.Edison.com and our online newsroom include web pages and various assets that are assessed for WCAG compliance. This includes compliance regarding font, colors, images, and videos. SCE staff who work on these various websites also take annual trainings for WCAG compliance.

our wildfire mitigation-related video assets hosted on third-party sites such as YouTube to the greatest extent possible based on the accessibility features of those third-party sites.

2.6.1.3.2 Wildfire Communications Center

SCE will continue to use its Wildfire Communications Center⁶⁴ to provide customers and community partners with ready access to important Wildfire Safety and PSPS-related communications and outreach in all 19 mandated prevalent languages (including English). It features links to various direct mail, email, radio, social media, digital banners, and videos, PSPS notifications, and community meetings that are part of SCE's efforts to keep customers safe and informed before, during, and after a wildfire event and is updated periodically as new information becomes available. In addition to SCE.com, SCE will evaluate and assess the addition of in-language wildfire mitigation content across various external digital properties.

2.6.1.3.3 Social Media

SCE uses Meta Advertising and Nextdoor posts to target populations experiencing PSPS who may not have access to other channels of communication. Since 2022, SCE had used Nextdoor for general customer communications. SCE also uses Meta ads (on Facebook and Instagram) as well as organic Nextdoor posts to notify customers of CRC/CCV resource sites during PSPS activations, pointing customers to the outage page on SCE.com for real-time updates. Nextdoor is not used as a community management tool. SCE will also continue to monitor and assess customer communications via Facebook, X/Twitter, and Instagram and respond when necessary to customer concerns during PSPS activations.

In 2026, the social media team will continue using Alt Text options for images and closed captions on videos where available on social media to make descriptions and information more accessible to people with vision and hearing loss. Alt Text makes social media more accessible by describing images so people who use assistive technologies such as

⁶⁴ Formerly titled, Multicultural Media Engagement.

a screen reader or Braille refresh display can more seamlessly browse SCE's social media content. Closed captioning makes videos more accessible for individuals with hearing disabilities.

2.6.2 Community Resource Centers (CRCs) and Community Crew Vehicles (CCVs)

During PSPS activations, SCE provides in-person local support to its customers through CRCs and CCVs. Customers can find the location of activated CRCs on SCE.com, including a list of all our contracted locations for reference.⁶⁵ SCE's CRCs are required to comply with ADA so that all customers may access CRC services. These locations provide customers with information, support, and resources to minimize the impact of PSPS. CRCs and CCVs offer customers the ability to charge portable mobile and medical devices, receive water, light snacks, ice or ice vouchers, and access to ADA-compliant restrooms. SCE offers insulated bags and ice vouchers for individuals who have the need to keep medication cool. Additionally, SCE offers in-language translation, including ASL, to support customers at CRCs and CCVs for whom spoken English is not their primary language. SCE also offers sensory kits to customers who experience or have sensory processing issues, and water bowls and dog treats to service animals. Customers may also update their contact information and enroll in outage alerts at CRCs and CCVs.

To date, SCE has contracts with 101 CRCs in different locations and can currently activate approximately 30 of these locations simultaneously across its service area, including deploying CCVs as needed. Of SCE's 101 CRC locations, 94 operate from 8am to 10pm. To the extent possible when SCE selects and publishes a CRC location availability, SCE is committed to maintaining operation of CRCs from 8am to 10pm for the duration of the period of concern.⁶⁶ Due to weather changes or other constraints, SCE may relocate the CRC as needed to best

⁶⁵ Webpage is available at <https://www.sce.com/outage-center/customer-resources-and-support/community-resource-centers>.

⁶⁶ Except where governmental facilities have different operating requirements.

serve customers who are experiencing a PSPS. CRCs are activated and CCVs are dispatched to communities that are impacted by PSPS de-energization activations.

Since 2019, SCE has contracted with sites to serve as CRCs based on various factors including: (1) analysis of circuit locations at high risk of being impacted by PSPS, (2) grid hardening initiatives under way, (3) AFN and other essential customer groups on the circuits, (4) population density, (5) special needs within the community, and (6) feedback from various internal and external community stakeholders. With a portfolio of 100+ contracted sites, SCE now strategically seeks contracts with additional sites based on identified coverage gaps. SCE identifies coverage gaps through reviews of impacted locations from the previous PSPS season and connects with external community stakeholders to identify sites to contract with to address the gaps for future potential PSPS activations.

In 2026, SCE will continue to offer enhancements to improve overall accessibility and customer satisfaction, including providing privacy screens, manual wheelchairs, and a leave-behind device charging service at each CRC location. To ensure SCE can activate and support, CRC and CCV sites needed to support all customers impacted by large PSPS activations, SCE has contracted with Southwest Strategies LLC to augment customer support staff required for large events.

In summary, SCE's CRC service offerings include:⁶⁷

- Medical thermal kits
- Privacy screens
- Wheelchairs
- Leave-behind device charging
- Real-time language translation of over 120 languages, including ASL
- Dog bowl and dog treats for service animals
- Sensory kits

⁶⁷ SCE plans to continue offering these services while exploring new ways to better serve individuals with AFN visiting CRCs.

- Table topper that advertises our AFN services

Operation in rural areas impacted by PSPS:

- SCE offers 2-gallon water containers in rural areas, which may be used for livestock, cooking, or other needs.
- SCE offers increased internet access with the deployment of satellite-based internet communication devices.
- SCE has equipped or identified CRC locations in the most remote communities with resiliency (back up generation for the CRC) to support customers who are without power.
- SCE identified seven remote communities as having the most frequent PSPS activations in 2019 and 2020 and developed a pilot to provide up to three essential service sites (e.g., grocery store, gas stations) in each Resiliency Zone community with back-up generation. For more information, see Section 2.3.2 Resiliency Zones.

2.6.2.1 CRC Surveys

SCE solicits customer feedback on their CRC experience in three different ways: (1) via a QR coded display at each CRC location, (2) via QR code on an SCE business card that provides links to PSPS information, and (3) via email surveys to customers who prefer to receive the survey via email. After a PSPS, SCE emails a survey link to those customers who provided an email address. SCE reads all survey responses to gauge the helpfulness of the staff and services at CRCs and CCVs to identify areas of improvement.

2.7 Recovery (After – Power has been restored)

2.7.1 After Event Support to Customers with AFN

SCE is committed to supporting customers recovering from a PSPS. Assistance available after a PSPS may include:

- Connecting customers with AFN to accessible transportation from shelter, lodging, or CRC

- Returning emergency battery loans
- For up to three days following a PSPS activation, provide food support via food bank, 211, or food pantries

For details on the continuity of support offered to customers with AFN after a PSPS, see Section 2.3 AFN Programs and Resources that support resiliency.

2.7.2 Close the Loop

SCE uses a Closed Loop Feedback (CLF) process to gather and understand feedback from individuals who have been affected by a PSPS, leveraging information gathered through SCE's Voice of the Customer surveys. Voice of the Customer surveys are sent to customers who are notified of a PSPS activation and to those who were de-energized. Reviewing survey responses in aggregate, SCE analyzes the survey responses to identify root causes, major themes and/or pain points to be addressed. This process helps SCE identify and execute actions needed to ensure a customer's needs are being met in a timely manner. It also shows customers and employees that the company listens to feedback and drives internal operational improvements to ultimately result in better customer service.

In 2026, SCE will continue to utilize this CLF program to identify and execute actions to improve our customer's experience. In Q1 of 2026, the survey invitation questions will be updated to ensure SCE is capturing relevant feedback in an effective manner. SCE will also continue to identify ways to improve and streamline the CLF program to increase the support provided to customers with AFN.

2.7.3 After Action Reviews and Reports

SCE is committed to continuous improvement and operational excellence in response planning and execution during an exercise, drill, activation, or mutual assistance. SCE adheres to the guidelines established in the Homeland Security Exercise and Evaluation Program (HSEEP) for completion of After-Action Reports (AAR) and tracking of Corrective Action items throughout the year.

During the after-action process, response gaps, best practices, and lessons learned are noted and collected to determine how the process or procedure can be improved and/or better executed. Adhering to this process provides SCE with an opportunity to gain maximum benefit from every exercise or real-world event by evaluating its effectiveness and assigning corrective actions for continuous improvement, if applicable. Corrective action tracking includes improvements related to AFN, if applicable. For more details, see Sections 2.7.4 Lessons Learned, Surveys, and Feedback, and 2.7.4.1 Corrective Action Tracking.

2.7.4 Lessons Learned, Surveys, and Feedback

SCE is committed to continuous improvement. SCE captures lessons learned and has a system to implement changes based on lessons learned, surveys, and feedback.

2.7.4.1 Corrective Action Tracking

A Corrective Action is any action taken to "correct" or address a potential root cause(s) for a reported deviation designed to eliminate or minimize the potential for recurrence of the deviation, and/or improvements for future events. Any corrective actions identified during real-world activations and preparedness exercises contribute to an overall continuous improvement model and inform future planning, training, and exercise requirements. SCE's Business Resiliency assigns and tracks corrective actions related to IMT events. This is necessary to improve plans, build and sustain capabilities, and maintain readiness. Corrective actions and lessons learned are documented in each PSPS Post-Event Report and filed with the Commission.

2.7.5 Customer Research and Surveys

2.7.5.1 SCE's PSPS Surveys and Feedback

SCE annually conducts pre- and post- wildfire season surveys using the In-Language Wildfire Mitigation / PSPS Communications and Outreach Effectiveness Surveys. These surveys

measure awareness and understanding of SCE's wildfire safety and preparedness communications, and PSPS activities among both residential and business customers.

The CPUC-mandated surveys are available in English and 19 other "prevalent" languages in SCE's service area and are administered both by email and phone. A large random sample of SCE customers throughout our territory participate in the surveys, with a targeted focus on customers in HFRA's and a control group of customers in non-HFRA's for comparison. The pre-season survey is fielded in Q2 with a report available in Q3, while the post-season survey with more detailed PSPS-specific questions is conducted in Q4 with a final report in Q1 the following year.

In addition to the critical in-language component of the surveys, numerous demographic questions are included that allow SCE to profile different sub-groups of customers and compare their responses to all other questions/topics captured throughout the surveys. Among the demographics collected are identifiers that allow SCE to isolate customers with AFN from customers without AFN, as well as separate out key sub-groups within the AFN population. This segmentation assists in determining similarities and differences across the various customer groups in terms of their responses to SCE's wildfire safety and preparedness communications and outreach, in addition to any PSPS-specific experiences. Measures of analysis include recall of SCE's communications, assessment of their usefulness, awareness, and opinion of PSPS communications, activity, resources, and support, etc.

3. Information Collection, Analysis and Dissemination

3.1 Customer Privacy

SCE recognizes the importance of protecting its customers' Personally Identifiable Information (PII). To help keep our customers' PII secure, SCE regularly communicates and educates our employees regarding the privacy rights of our customers. SCE also implements information security and cybersecurity safeguards to protect personal information in our care.

Details regarding SCE's privacy policies and how we collect, use, share, and store information we receive through our interactions with our customers are available at [SCE.com](https://www.sce.com/privacy).⁶⁸

⁶⁸ Webpage is available at, <https://www.sce.com/privacy>.

APPENDIX A: COLLABORATIVE COUNCIL MEMBERS

Name	Organization	Title
Aaron Carruthers ⁶⁹	State Council on Developmental Disabilities (SCDD)	Executive Director
Alana Hitchcock	California 211 Network	Executive Director
Andy Imparato	Disability Rights California (DRC)	Executive Director
April Johnson	San Diego Gas & Electric Company (SDG&E)	Sr. Supervisor Marketing Program Management
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor
Aurora Cantu	Southern California Edison Company (SCE)	Senior Advisor, PSPS Customer Support and Accessibility
Britney Gaines	California Public Utilities Commission (CPUC)	Research Data Specialist
Christina Rathbun	San Diego Gas & Electric Company (SDG&E)	Marketing Program Manager Senior I
Dana Golan	San Diego Gas & Electric Company (SDG&E)	Vice President of Customer Services
Danielle Finch	San Diego Gas & Electric Company (SDG&E)	Director of Customer Success
Hollie Bierman	San Diego Gas & Electric Company (SDG&E)	Director, Customer Programs
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Dui	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst
Jendy Burchfield ⁷⁰	Southern California Edison Company (SCE)	Vice President, Customer Operations
Jennifer Guenther	Liberty Utilities	Senior Regional Manager - West
Jennifer Ocampo	Southern California Edison Company (SCE)	Senior Advisor, Access and Functional Needs
Jenny Limones	Pacific Gas and Electric Company (PG&E)	AFN Program Specialist, Expert
Joe Wilson	Pacific Gas & Electric Company (PG&E)	Regional Vice President
John Hagoski	San Diego Gas & Electric Company (SDG&E)	Customer Programs Advisor
Jordan Davis	Disability Rights California (DRC)	Attorney
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit
Kate Marrone	Liberty Utilities	Customer Care Manager
Katelin Scanlan	San Diego Gas & Electric Company (SDG&E)	Sr. Manager, Customer Support & Operations
Kayla Price	Bear Valley Electric Services (BVES)	Customer Service Supervisor

⁶⁹ Aaron Carruthers is the Co-Chair of AFN Collaborative Council.

⁷⁰ Jendy Burchfield is the Co-Chair of AFN Collaborative Council, SCE Vice President of Customer Operations.

Name	Organization	Title
Lisa Corbly	Pacific Power	Access and Functional Needs Program Manager
Lisa Hayes	California Foundation for Independent Living Centers (CFILC)	Executive Director
Lizz Stout	Pacific Gas and Electric Company (PG&E)	Program Manager, Principal
Lori Blackwell	Southern California Edison Company (SCE)	Principal Manager, Outage and PSPS
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher
Matthew Fehse	San Diego Gas & Electric Company (SDG&E)	Regulatory Affairs & Compliance Senior I
Michelle Uzeta	Disability Rights Education and Defense Fund	Executive Director
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst
Nicholas Raft	Liberty Utilities	Regulatory Analyst
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary, Board Director
Pooja Kishore	PacifiCorp	Regulatory Affairs Manager
Robb Henderson	San Diego Gas & Electric Company (SDG&E)	Communications Advisor
Robert Carbajal	Southern California Edison Company (SCE)	Senior Manager, Customer PSPS Compliance and Strategy
Rosa Perea	Southern California Edison Company (SCE)	Senior Manager, PSPS Customer Support and Accessibility
Sarah Lee	Southern California Edison Company (SCE)	Senior Advisor, Public Safety
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tom Smith	Pacific Gas and Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs

APPENDIX B: STATEWIDE COUNCIL MEMBERS

Name	Organization	Title
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Alana Hitchcock	California 211 Network	Executive Director
Alexandria (Giobbi) Moffat	San Diego Gas & Electric Company (SDG&E)	Director of Clean Transportation
Alicia Menchaca	Bear Valley Electric Services (BVES)	Rate Analyst
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director
Annabel Vera	California Department of Social Services (DSS)	Program Analyst
Anthony Hoang	San Gabriel/Pomona Regional Center	Emergency Coordinator
April Johnson	San Diego Gas & Electric Company (SDG&E)	Senior Supervisor, Marketing Program Management
Aurora Cantu	Southern California Edison Company (SCE)	Senior Advisor, PSPS Customer Support and Accessibility
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
Chris Bober	Pacific Gas and Electric Company (PG&E)	Director, Customer Care
Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director
Christina Rathbun	San Diego Gas & Electric Company (SDG&E)	Marketing Program Manager Senior I
Dan Heller	Deaf Link	President
Dan Okenfuss	California Foundation for Independent Living Centers (CFILC)	Public Policy Manager
Danielle Finch	San Diego Gas & Electric Company (SDG&E)	Director of Customer Success
Nora Yotsov	PacifiCorp	Emergency Management Director
Eric Schwarzrock	Liberty Utilities	President
Evan Duffey	Pacific Gas and Electric Company (PG&E)	Manager, Forecasting and Operations
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division

Name	Organization	Title
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Dui	California Public Utilities Commission (CPUC)	Senior Utilities Engineer
Jeana Arnold	Pacific Gas and Electric Company (PG&E)	ADA Specialist, Expert
Jendy Burchfield	Southern California Edison Company (SCE)	Vice President, Customer Operations
Jennifer Guenther	Liberty Utilities	Senior Regional Manager - West
Jennifer Nerida	Pacific Gas and Electric Company (PG&E)	Senior ADA Specialist
Jennifer Ocampo	Southern California Edison Company (SCE)	Senior Advisor, PSPS Customer Support and Accessibility
Jenny Limones	Pacific Gas and Electric Company (PG&E)	AFN Program Specialists, Expert
Joe Wilson	Pacific Gas & Electric Company (PG&E)	Regional Vice President
Jonathan Malicdem	California Department of Social Services (DSS)	Unknown
Jordan Davis	Disability Rights California (DRC)	Attorney
Jordan Parrillo	Liberty Utilities	Manager of Regulatory Affairs
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer
Josh Gleason	California Department of Social Services (DSS)	Unknown
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Karey Morris	Kern Regional Center (KERNRC)	HR Manager
Kate Marrone	Liberty Utilities	Customer Care Manager
Katelin Scanlan	San Diego Gas & Electric Company (SDG&E)	Senior Manager, Customer Support & Operations
Kay Chiodo	Deaf Link	CEO
Kayla Price	Bear Valley Electric Services (BVES)	Customer Service Supervisor
Kelly Brown	Interface Children & Family Services	Community Information Officer
Kendall Skillicorn	California Department of Social Services (DSS)	Bureau Chief, Department Operations Bureau
Kevin Sharp	Pacific Gas and Electric Company (PG&E)	Customer Insights Strategies
Kristopher Bourbois	San Diego Gas & Electric Company (SDG&E)	Regulatory Case Manager
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Leora Filosena	California Department of Social Services (DSS)	Deputy Director, Adult Programs Division
Lisa Corbly	PacifiCorp	Access and Functional Needs Program Manager
Lisa Hayes	California Foundation for Independent Living Centers (CFILC)	Executive Director
Lizz Stout	Pacific Gas and Electric Company (PG&E)	AFN Program Manager

Name	Organization	Title
Lori Blackwell	Southern California Edison Company (SCE)	Principal Manager, Outage and PSPS
Malorie Lanthier	North Los Angeles County Regional Center	IT Director
Maria Aliferis-Gierde	California Department of Rehabilitation (DOR)	Executive Officer, California Committee on Employment of People with Disabilities
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher
Matt Fehse	San Diego Gas & Electric Company (SDG&E)	Regulatory Affairs & Compliance, Senior I
Mayra Alvarado	North Los Angeles County Regional Center	Manager
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs
Nicole Pacheco	California Council of the Blind (CCB)	Operations Manager
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary
Pooja Kishore	PacifiCorp	Regulatory Affairs Manager
Rick Yrigoyen	California Department of Social Services (DSS)	Staff Services Manager
Robb Henderson	San Diego Gas & Electric Company (SDG&E)	Communications Advisor
Robert Carbajal	Southern California Edison Company (SCE)	Senior Manager, Customer PSPS Compliance and Strategy
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Ronald Moore	Bear Valley Electric Services (BVES)	Regulatory Affairs
Rosa Perea	Southern California Edison Company (SCE)	Senior Manager, PSPS Customer Support and Accessibility
Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Sarah Harris	California Department of Rehabilitation (DOR)	Section Chief, Independent Living and Assistive Technology
Scott O'Connell	Red Cross	Regional Disaster Officer
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Seneca St. James	California Department of Developmental Services (DDS)	Community Program Specialist III
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	Chief Executive Officer
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator

Name	Organization	Title
Stephanie Tews Sheldrick	Pacific Gas and Electric Company (PG&E)	Director, Customer Experience & Insights
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator
T. Abraham	Hospital Council	Regional Vice President
Tamara Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist
Tom Smith	Pacific Gas and Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations
Victor Duron	California Department of Rehabilitation (DOR)	Acting Director
Yvonne Gratianne	San Gabriel/Pomona Regional Center	Communications and Public Engagement Officer
Zackary Hughes	San Diego Gas & Electric Company (SDG&E)	Regulatory Affairs & Compliance Associate II
Zeus Ferrao	Southern California Edison Company (SCE)	Advisor, Customer Insights Project Manager

APPENDIX C: Q4 2025 AFN COUNCIL MEETING SUMMARIES

Access and Functional Needs Collaborative Council Meeting	
Meeting	Summary of Engagement
<p>Date: December 9, 2025</p> <p>Location: Virtual</p> <p>Purpose: Discuss updates to Pacific Gas and Electric (PG&E) and Southern California Edison (SCE) Disability Disaster Access & Resources (DDAR) programs, potential impacts and identify solutions.</p>	<p>Introduction and Opening Remarks</p> <ul style="list-style-type: none"> • PG&E opened the meeting by acknowledging recent changes to programs and utility staffing and the disruptions those changes cause. <ul style="list-style-type: none"> ○ The Collaborative Council has worked through progress and challenges and can continue to do so through listening to multiple voices and perspectives. ○ C. Zenner will be leaving the Collaborative Council in 2026. <ul style="list-style-type: none"> ▪ The co-chair position will be filled by J. Burchfield, Vice President, Customer Operations at SCE. ▪ The PG&E executive seat will be filled by Joe Wilson, Regional Vice President of the North Valley & Sierra Region. • State Council on Developmental Disabilities (SCDD) stressed the disproportionate impact of Public Safety Power Shutoffs (PSPS) on individuals with access and functional needs (AFN) and acknowledged that those impacts have been addressed through the coordination of services by 211 and DDAR, which are distinct programs. <ul style="list-style-type: none"> ○ SCDD believes that SCE has upended the work of the Council by ending the DDAR program and by not utilizing the Council’s coordinating and communication functions. <p>DDAR Testimonials</p> <ul style="list-style-type: none"> • SCDD invited three individuals who have been served by the DDAR program to share their stories with the Council. • The first participant shared relies on electricity to power medical devices at his home in the PG&E service area. <ul style="list-style-type: none"> ○ PG&E provided him with a generator and DDAR provided a backup battery that has been invaluable for being able to power life saving devices during PSPS and other power outages. ○ Without DDAR there is a serious concern that there will not be adequate support moving forward. • The second participant shared they have multiple electric-powered medical devices for health needs.

Access and Functional Needs Collaborative Council Meeting

- During the Palisades fire, she attempted to contact 211 and Federal Emergency Management Agency for support but their services did not meet her needs.
- DDAR provided her with a battery and conducts consistent outreach to their clients, including weekly check-ins.
- The third participant shared they have multiple disabilities, including severe mobility issues that require daily use of electric-powered medical equipment.
 - She received robust support through the DDAR program in preparing for emergencies such as PSPS that could require her to evacuate her home.
 - DDAR helped her solve mobility issues such as navigating the stairs in her home and helped her build a network of support that she could rely on.
 - SCE's programs were fully subscribed, and guidance was to self-evacuate in the event of a PSPS, which she was unable to do at the time.
 - DDAR performs individual outreach both leading up to and during PSPS to coordinate support.
 - DDAR also empowered her to educate her church community about emergency preparedness.

DDAR Program Updates

- SCE gave an overview of the PSPS resources that continue to be available to individuals with AFN during PSPS.
- SCE gave an overview of changes to their DDAR program and of the CPUC General Rate Case (GRC) decision that disallowed SCE from funding the program as of October 31, 2025.
 - Continued support for customers with AFN includes dedicated AFN supervisors and community partnerships.
- PG&E gave an overview of changes to their DDAR program, which will discontinue the portable battery disbursements through DDAR.
 - Beginning in 2026, PG&E will have CILC/DDAR refer AFN portable battery requests to our internal Portable Battery Program (PBP) program during times when there is no PSPS activation. CFILC/DDAR

Access and Functional Needs Collaborative Council Meeting

- will remain PG&E's portable battery distributor during PSPS activations.
- All other AFN resource offerings will continue unchanged through 2026.
- California Association of Area Agencies on Aging (C4A) asked SCE how it advocated to keep the DDAR program during the CPUC General Rate Case (GRC) process.
 - SCE replied that they requested sustained support for DDAR in the GRC filing.
 - Cal Advocates submitted testimony that the DDAR program was duplicative with the services offered by 211 and the CPUC ultimately decided to disallow funding for DDAR.
- SCDD asked SCE if they agree that 211 and DDAR are duplicative.
 - SCE replied that, while there are some similarities, DDAR offers a more localized and white glove approach to their clients.
 - SCDD pointed out that DDAR provides direct services. SCDD views 211 as a referral service only.
- 211 gave an overview of its information and referral services and emphasized that the coordination among 211 with partners such as DDAR is crucial to providing support to individuals with AFN.
 - It is important to educate Cal Advocates and the CPUC about how providers work together to make the support system stronger. Agencies need to partner, not compete.
- SCE agreed on the importance of DDAR and outlined two possible next steps:
 - Discuss what PG&E's plans are to strengthen its position on why DDAR is vital to support the Electric Dependent communities impacted by wildfire safety outages, and how Council members can assist with any follow up GRC hearings to prevent a similar decision.
 - Look closely at where there are now gaps in services and how those gaps can be filled with existing resources.
- San Diego Gas & Electric commented that it has received a Track 2 – 2024 GRC proposed decision from the CPUC that would disallow key elements of AFN programs from 2019-2022.

Access and Functional Needs Collaborative Council Meeting

- SCDD inquired about SCE’s plan to meet the immediate needs of customers with AFN. SCE has mentioned AFN supervisors but has not explained their role and qualifications.
 - SCE gave an overview of the AFN supervisor role and the process they use to triage and connect customers with AFN to resources, including CBOs and local governments.
 - During PSPS, SCE meets with partner organizations daily to coordinate on issues as they arise.
- CFILC asked how SCE will handle PSPS emergencies without the ILCs at these meetings.
 - SCE responded that they would engage with counties to utilize local support services.
- SCDD asked what services people would be directed to.
 - SCE replied that they are looking for other community-based resources and will need to identify additional options that comply with the CPUC decision.
 - They plan to survey DDAR users to identify service gaps and will collaborate with partners on solutions.
- PG&E commented that they will have an opportunity for rebuttal testimony leading up to their General Rate Case (GRC) in 2026 and will include today’s testimonials.
- C4A asked if a similar decision will be made during PG&E’s GRC and if PG&E can invite Council members into the process.
 - PG&E does not yet know if this decision will be applied to other utilities.
- SCDD expressed that the utilities’ response to the DDAR changes has been insufficient and that the concerns expressed in the November 7 letter have not been addressed.
- SCDD stated that AFN organizations are disengaging from the Collaborative Council until progress has been made toward planning for the needs of customers with AFN and improving communication with the Council.

Actions Guided by Feedback

Access and Functional Needs Collaborative Council Meeting

	<p>Feedback</p> <ul style="list-style-type: none"> • California Foundation for Independent Living Centers (CFILC) emphasized that DDAR is invaluable to the ILCs and there is concern over how to meet the needs of a significant number of their customers. • CPUC discussed the FEMA 6-Step process the utilities use while developing their annual AFN Plans and said that they should include a detailed outline of the resources needed to support customers with AFN during PSPS. • Cal OES expressed disappointment that the DDAR program changes and Council facilitation services updates were not proactively communicated through the Collaborative Council and pointed to a lack of transparency and partnership on SCE's part. <ul style="list-style-type: none"> ○ Going forward, there should be ongoing communication regarding CPUC processes before and as they happen. Collaborative Council members can serve as SMEs to the IOUs. • Cal OES is concerned over the ongoing turnover and inconsistency in Council representation of the IOUs. <p>Completed Actions This Quarter</p> <ul style="list-style-type: none"> • IOUs provided data on customers impacted by multiple PSPS events in a single year. • IOUs provided non-governmental entities (California Foundation for Independent Living Centers (CFILC), Disability Rights California (DRC) and Disability Rights Education and Defense Fund (DREDF)) of the Council with a means of requesting financial support for their participation. <p>Future Actions</p> <ul style="list-style-type: none"> • SCE to communicate with the Collaborative Council members as they develop a plan for addressing service gaps left by the discontinuation of the DDAR program. • PG&E to bring Council members into discussions leading to their upcoming General Rate Case (GRC) filing.
IOU Responsible Owner	Lori Blacwell – Principal Manager, Outage and PSPS
Future Meeting (s):	Q1 2026 Meeting TBD

Joint IOU Statewide AFN Council

Meeting	Summary of Engagement and Feedback
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Date: December 18, 2025
Location: Virtual
Purpose: Collaborative discussion covering the 2026 AFN Plan progress and updates to the Disability Disaster Access & Resources (DDAR) program.

Summary of Engagement

2026 AFN Plan Update

- AFN Advisory Facilitator reviewed the FEMA six step process of developing the annual AFN Plans and identified the current phase as Step 5: Prepare and Review the Plan.

2026 AFN Plan Feedback Review

- The IOUs reviewed the Council’s feedback on the draft 2026 AFN Plan and discussed how the feedback is being addressed.
 - The Council suggested that the IOUs provide a way for medical staff at regional centers to sign off on qualifying diagnoses for Medical Baseline (MBL) enrollment.
 - The IOUs have addressed this feedback by adding the following language to Objective 4: “Joint IOUs will continue to identify opportunities and efficiencies to ease Medical Baseline (MBL) program enrollment in accordance with CPUC and legislative framework.”
 - The Council suggested that the IOUs work with regional centers to review internal data on individuals with electricity dependent needs and identify those who are not currently being supported.
 - The IOUs explained that these items are being addressed through Objectives 2 (Continue to identify individuals who are electricity dependent) and 4 (Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS).
 - The Council requested that the IOUs continue to enhance the Prepare for Power Down site to increase accessibility for the deaf and hard of hearing community.
 - Under Objective 1, the IOUs will continue to enhance the P4PD site to increase accessibility.
 - IOUs addressed concern over the use of the phrase “affordability remaining a guiding principle.”
 - The intent was not to change the approach to delivering services.

Joint IOU Statewide AFN Council

- The messaging has been updated to “The Joint IOUs will continue to prudently deliver consistent services and resource offerings within the plan development framework. (Section 1.3, p. 14).”
- AFN Advisory Facilitator reviewed the next steps in the 2026 AFN Plan process.

DDAR Program Update

- SCE gave an overview on behalf of the Joint IOUs of the resources that will continue to be provided to individuals with AFN before, during and after a PSPS.
- SDG&E stated that the PSPS resources the IOUs provide have been developed through the ongoing work and collaboration of the Council.
- SCE gave an overview of updates to their DDAR program.
 - The CPUC has disallowed continued funding for DDAR by SCE in their General Rate Case (GRC) decision. SCE ended its participation in the program as of October 31, 2025.
 - The CPUC’s decision was based on their assessment that DDAR’s programs are duplicative with 211.
 - SCE reviewed the resources that it will continue to provide and expressed that they are working to identify and solve gaps in support services.
- PG&E gave an overview of updates to their DDAR program.
 - Beginning in 2026, PG&E will have CILC/DDAR refer AFN portable battery requests to our internal Portable Battery Program (PBP) program during times when there is no PSPS activation. CFILC/DDAR will remain PG&E's portable battery distributor during PSPS activations.
 - All other AFN resource offerings will remain unchanged through 2026.

Statewide Council Quarterly Lookahead

- The next Statewide Council meeting will focus on preparing for the 2027 AFN Plan Process.

Actions Guided by Feedback

Joint IOU Statewide AFN Council

	<p>Feedback</p> <ul style="list-style-type: none">• No comments or questions were submitted. <p>Completed Action Items</p> <ul style="list-style-type: none">• IOUs participated in C4A annual conference in November.• AFN Resource Guide survey has been closed.• IOUs shared draft 2026 AFN Plan with Statewide Council members for review and comment ahead of Q4 Statewide Council meeting. <p>Future Action Items</p> <ul style="list-style-type: none">• IOUs to finalize and submit their 2026 AFN Plans to the CPUC by January 31, 2026.
IOU Responsible Owner	Lori Blackwell - Principal Manager, Outage and PSPS
Future Meeting (s):	Q1 2026 Meeting TBD

APPENDIX D: Q4 2025 AFN PLAN QUARTERLY UPDATE

D.1. INTRODUCTION

In accordance with California Public Utilities Commission (CPUC or Commission) Decision (D.) 20-05-051 and D.21-06-034, Southern California Edison Company (SCE) provides this quarterly update regarding SCE's progress toward meeting the 2025 PSPS Access and Functional Needs (AFN) Plan goals and the impact of our efforts to support the AFN and vulnerable population during proactive de-energization, also known as Public Safety Power Shutoff (PSPS). This update addresses 2025 Q4 activities between October 1, 2025, and December 31, 2025. The 2025 AFN Plan leveraged the Federal Emergency Management Administration's (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101 Six-Step Process and described SCE's efforts to address challenges that customers with AFN face during PSPS.

SCE's 2025 AFN Plan, and its quarterly updates, focus on identifying, communicating with, and supporting customers with AFN who are disproportionately impacted by PSPS. Since its submittal of the AFN Plan filed in January, SCE highlights progress on the following key activities that took place during Q4 2025:

- The California Foundation of Independent Living Centers (CFILC) received 30 Disability Disaster Access and Resources (DDAR) applications and assisted 48 customers in Medical Baseline (MBL) program enrollment. Additionally, the Disability Disaster Access and Resource Contractors (DDARC) participated in several events around the community, reaching 1,387 customers.
- 211 conducted 7,238 needs screenings resulting in 1,589 SCE customers and households interested in Care Coordination and conducted 1,159 Care Coordination contacts.
- SCE deployed a total of 2,100 batteries through the Critical Care Backup Battery (CCBB) program.

For a full list of SCE's accomplishments towards meeting the Key Objectives identified in the Plan, please see Appendix F.

D.2. CONCEPT OF OPERATIONS – HOW

D.2.1 Preparedness/Readiness (Before Power Shutoff)

D.2.1.1 Emergency Operations Centers

Section	2025 Q4 Update
Preparation Exercises	<ul style="list-style-type: none"> No update in Q4 2025.
Training	<ul style="list-style-type: none"> No update in Q4 2025.
AFN Supervisor	<ul style="list-style-type: none"> Trained AFN Supervisors to perform secondary verifications.
Customer Care Supervisors and Customer Outreach Specialists (COS)	<ul style="list-style-type: none"> In Q4, SCE began working with Southwest Strategies (SW) LLC to develop a plan for integrating externally contracted staff with SCE's customer support staff during large PSPS events. SCE held weekly meetings with SW, reviewed training developed by SW, worked with SCE IT to integrate SW into SCE's MS Teams structure and facilitated the purchase of laptops for use by SW customer support staff. SCE recruited six additional COS staff members to its staffing roster; all were assigned the COS Position Specific Training via Success Factors for completion. SCE also identified six COS staff eligible for the 3-1 program that requires Incident Management Team (IMT) members to take a one-year hiatus from the PSPS IMT. These six COSs staff will not be available to support PSPS events during their hiatus.

D.2.1.2 AFN Identification Outreach

SCE is committed to exploring and implementing ongoing efforts to increase the identification of customers and households with AFN.

Section	2025 Q4 Update
AFN Self-Identification Survey	<ul style="list-style-type: none"> SCE executed an AFN Self-Identification Survey campaign on 10/7, targeting newly identified customers within the updated High Fire Risk Area (HFRA) boundaries. A total of 34,280 surveys were distributed to these customers. As a result of this outreach, we received 756 complete responses in which customers voluntarily disclosed their access and functional needs.
Self-Certification Sensitive	<ul style="list-style-type: none"> No update in Q4 2025.
Premises w/Congregate Care or Housing	<ul style="list-style-type: none"> No update in Q4 2025.

D.2.1.3 AFN Programs and Resources

Pursuant to D.21-06-034,⁷¹ SCE offers programs and services for customers with AFN to help them prepare before PSPS and to support them during and after PSPS. The sections below report 2025 Q4 updates to those programs and services and the related marketing or outreach.

D.2.1.4 Customer Participation in Programs that Support Resiliency

D.2.1.4.1 Overview of 211 Services

Section	2025 Q4 Update
Individualized Resiliency Planning (Care Coordination) and Needs Screening	<ul style="list-style-type: none"> 211 conducted 7,238 Needs Screenings and identified 1,589 SCE customers and households interested in Care Coordination to create individualized emergency plans and/or receive program enrollment assistance for qualified individuals. 211 conducted 1,159 calls/appointments and completed 466 Care Coordination activities.
Direct Referrals and Resources Provided (e.g., Temporary	<ul style="list-style-type: none"> 211 assisted 13 households in Q4, resulting in 40 meal deliveries, 10 hotel nights, and in-event battery loan support (See Section 2.15, In-Event Battery Loan Pilot).

⁷¹ See D. 21-06-034, Appendix G.5, p. A10.

Section	2025 Q4 Update
Accommodations, Transportation, and Food Support)	<ul style="list-style-type: none"> • Additionally, 211 distributed 2 water bladders for customers who rely on electricity for water supply and 4 medical thermal bags to keep medications cool.
Preparedness and Safety Checks	<ul style="list-style-type: none"> • 211 performed a total of 154 in-event contacts for information and referrals: 121 outbound calls performing safety checks and 33 inbound calls.

D.2.1.4.2 Resource Planning and Partnerships

Section	2025 Q4 Update
Disability Disaster Access and Resources (DDAR) Pilot	<ul style="list-style-type: none"> • CFILC received 30 DDAR applications, educated 575 customers on MBL requirements and benefits by going over the MBL brochure, and assisted 48 customers with MBL program enrollment. • 36 backup batteries were distributed to electricity dependent customers. • The DDAR program conducted 55 community outreach and education events, reaching 1,387 participants. • Numbers are based on October’s activities as the CPUC, in its Final Decision on SCE’s 2025 GRC Application, denied funding for SCE’s DDAR program, finding that the DDAR program’s services overlap with other existing SCE initiatives that support customers with AFN.⁷² • Accordingly, SCE has concluded its participation in the DDAR program effective October 31, 2025. SCE remains committed to supporting customers with disabilities and AFN and will continue to refer customers to alternative resources, including 211 and other established support programs. SCE’s backup battery offerings, emergency preparedness

⁷² DDAR has been disallowed and the program is closed. See D.25-09-030, pp. 433-434.

Section	2025 Q4 Update
	<p>outreach, and other customer support services will remain available. These efforts are aligned with SCE’s ongoing compliance with the CPUC’s Phase 3 Decision on PSPS, which requires utilities to maintain and enhance services that support resiliency for AFN populations.</p>
Resiliency Zones	<ul style="list-style-type: none"> In Q4, SCE did not deploy a backup generator to any of the eight Resiliency Zone sites.
Accessible Transportation	<ul style="list-style-type: none"> See Section Error! Reference source not found. under direct referrals and resources provided (e.g., temporary accommodation, transportation, and food support).
Community Food Bank Support	<ul style="list-style-type: none"> In Q4, SCE distributed 1,304 food boxes through food bank partnerships.
Hotel Resources (Hotel Discount Program)	<ul style="list-style-type: none"> In Q4, a total of 42 hotels renewed their agreement to continue to participate in the program.
Cool Center Program	<ul style="list-style-type: none"> Cool Center season officially ended October 15. 2025 Cool Center Report completed and filed with the CPUC on December 19, 2025.

D.2.1.5 Back-up Power Solutions

Section	2025 Q4 Update
Emergency Backup Power	<ul style="list-style-type: none"> One generator was deployed to Los Angeles County during PSPS. The generator capacity totaled 30kW. See Section 2.1.4.2 for Resiliency Zones update.
Critical Care Backup Battery (CCBB) Program	<ul style="list-style-type: none"> In Q4, a total of 2,100 batteries were delivered to customers. All batteries were delivered to customers within 30 days or less of the program enrollment. SCE continues to identify and conduct outreach to newly eligible customers for program participation.

Section	2025 Q4 Update
Portable Power Station and Portable Generator Rebate Program	<ul style="list-style-type: none"> SCE issued 454 Portable Power Stations and 113 Portable Generator rebates. All rebates were processed within 30 days or less.
In-Event Battery Loan Pilot (Emergency Batteries)	<ul style="list-style-type: none"> In Q4, a total of 16 batteries were successfully loaned to customers during PSPS, as part of the In-Event Battery Loan Pilot.
Self-Generation Incentive Program (SGIP)	<ul style="list-style-type: none"> During Q4, SCE's SGIP received a total of 927 applications. SCE approved 417 of those applications, corresponding to ~ \$5.9 million in requested incentives and ~ 4.6 MW of energy storage capacity and solar. The remaining 510 applications are currently under review.
Microgrid Incentive Program (MIP)	<ul style="list-style-type: none"> The MIP is a community microgrid initiative designed to serve multiple customers, enhancing reliability and resiliency during outages. The program has completed two funding rounds: one applicant was awarded in the first round, and the applications received in the second round have exceeded the incentive budget. Since all funding is likely to be exhausted, SCE will not be holding a third round of funding.⁷³

D.2.1.6 Customer Bill Assistance Programs

Section	2025 Q4 Update
Medical Baseline Allowance (MBL) Program	<ul style="list-style-type: none"> SCE is using the services of 211 to enhance the enrollment of MBL through 211 Care Coordination initiatives. Efforts to promote MBL enrollment include an ongoing email campaign, Quarterly Home Energy Report emails, digital banners and social media in

⁷³ There have been no PSPS applications submitted under the Microgrid Incentive Program; therefore, there is no PSPS AFN customer data to report. At this time, no further funding is anticipated. More information is available at <https://www.sce.com/MIP>.

Section	2025 Q4 Update
	<p>Spanish, Chinese, Korean, Vietnamese, and Filipino newspapers.</p> <ul style="list-style-type: none"> • As of December 31, 2025, the MBL program enrolled 129,397 residential households, representing 135,567 patients. • The MBL program participated in 32 engagement events during Q4. • Quarterly MBL bill onserts were sent to all SCE residential customers.
Joint IOU ⁷⁴ MBL Population Study	<ul style="list-style-type: none"> • No update in Q4 2025; pending approval of the Advice Letter from the CPUC filed in September 2024.
California Alternate Rates for Energy (CARE)	<ul style="list-style-type: none"> • As of December 31, 2025, the CARE program is at 106% penetration rate with 1,364,107 customers enrolled. • In Q4, SCE remained steadfast in its dedication to prioritizing outreach and communication efforts for the CARE and FERA programs, particularly focusing on underserved and linguistically diverse communities. SCE focuses on identifying and assisting income-qualified customers who may benefit from its various programs and service offerings. SCE continued the email campaign to promote the CARE and FERA programs to high-propensity customers. This outreach followed the distribution of the initial Base Services Charge (BSC) notification. As part of the customer journey campaign, 242,128 emails were sent in Wave 3, and a "Final Reminder Email" was deployed as part of our continued effort to drive program enrollment. SCE continues to review and adjust all marketing and outreach efforts via direct mail, email, text message campaigns, social media, SCE.com, and

⁷⁴ In this context, Joint IOU means the three electric utilities (SCE, PG&E, SDG&E) and SoCalGas.

Section	2025 Q4 Update
	through ongoing partnerships with CBOs to inform and enroll income-qualified customers.
Family Electric Rate Assistance (FERA)	<ul style="list-style-type: none"> As of December 31, 2025, the FERA program is at a 13% penetration rate with 45,641 customers enrolled. SCE's FERA outreach aligns closely with CARE initiatives.
Energy Savings Assistance (ESA)	<ul style="list-style-type: none"> In Q4, the ESA Program served 13,989 customers, with cumulative savings of 5,819,696 kWh and reduced demand of 948 kW. As directed in D.21-06-015, the IOUs are exploring the feasibility of developing a Concurrent Application System (CAS)⁷⁵ to allow a customer a single point of entry for multiple income qualified programs. The revised launch date is slated to occur in late 2026; SCE continues to work with the other IOUs along with the CPUC on the design of the CAS.

D.2.1.7 Customer Preparedness Outreach and Community Engagement

D.2.1.7.1 Advisory Councils

Section	2025 Q4 Update
Collaborative Council and JIOU ⁷⁶ Statewide AFN Council	<ul style="list-style-type: none"> See Appendix A for the list of meeting participants and summary.

⁷⁵ See D.21-06-015, Ordering Paragraph (OP) 45, p. 4.

⁷⁶ Joint Investor-Owned Utilities (JIOU) include SCE, Pacific Gas and Electric (PG&E) and San Diego Gas & Electric (SDG&E).

Section	2025 Q4 Update
Regional Working Groups and Advisory Board	<ul style="list-style-type: none"> • PSPS Working Group meetings provide a formal environment to share lessons learned and conduct outreach between affected communities. SCE held its Working Group virtual meetings for Q4 on December 9, 2025. Topics of discussion included: <ul style="list-style-type: none"> ○ Weather & Wildfire Season Outlook ○ PSPS 2025 Season Update ○ SCE Fire Management Overview ○ 2026 AFN Plan & Customer Programs Updates ○ System Reliability Overview ○ Wildfire Investments Update ○ Roundtable/Q&A ○ Closing Remarks • The PSPS Advisory Board held its Q4 virtual meeting on December 11, 2025. The topics covered included the following: <ul style="list-style-type: none"> ○ Weather and Wildfire Outlook ○ 2025 PSPS Season Update ○ AFN Update ○ External Briefings ○ Outage Webpage Update ○ Roundtable ○ Closing Remarks

D.2.1.7.2 Tribal Engagement

Section	2025 Q4 Update
Tribal Engagement	<ul style="list-style-type: none"> • SCE collaborated with Tribal leaders, offering mini-grants aimed at providing training on SCE’s income-qualified programs. The objective of the mini-grant program is to empower Tribal leaders to act as intermediaries within their communities, disseminating information about these programs to increase Tribal enrollments and installations. • SCE attended the monthly ConFab meetings with Morongo and Agua Caliente tribes in October,

Section	2025 Q4 Update
	November, and December to provide updates on SCE’s community-facing programs and PSPS customer support services.

D.2.1.7.3 CBO Outreach

Section	2025 Q4 Update
Independent Living Centers (ILCs)	<ul style="list-style-type: none"> See DDAR Pilot in Section D.2.1.4.2 Resource Planning and Partnerships.
CBO Engagement Wildfire and Safety Preparedness	<ul style="list-style-type: none"> In Q4, CBOs continued their essential work supporting communities with AFN by sharing timely and relevant safety preparedness information during a period marked by seasonal weather activity, holiday electrical hazards, and ongoing wildfire recovery efforts. Outreach during this quarter focused on ensuring customers remained informed about storm impacts, electrical safety during festive periods, earthquake preparedness, scam prevention, and understanding critical programs such as PSPS. CBOs helped reinforce customer readiness by amplifying messages about heavy rainfall, staying away from downed power lines, safe holiday decorating, identifying utility scams, and assembling essential items for earthquake go bags. Messaging also highlighted wildfire recovery resources through SCE’s Wildfire Recovery Compensation Program and provided updated guidance following SCE’s conclusion of its participation in the DDAR program. A strong emphasis this quarter was placed on PSPS awareness and education. CBOs received updated fact sheets along with in-language materials for the What is PSPS story in Spanish, Korean, Chinese, and Vietnamese. These translated resources ensured that communities, particularly those with limited English proficiency, had clear access to safety information during high fire risk weather conditions. This in-language distribution reflects

Section

2025 Q4 Update

SCE’s understanding of and responsiveness to the demographics and cultural needs of the customers we serve.

- This quarter, we also facilitated our regular webinar check-in with CBO partners. The session included updates on PSPS fact sheets, the Wildfire Recovery Compensation Program, an overview of holiday safety stories, and reminders about year-end deliverables and due dates. These touchpoints help maintain alignment and reinforce the tools, information, and resources needed to support AFN customers throughout seasonal and emergency events.
- As part of year-end engagement, SCE distributed an annual survey to evaluate the support provided through the CBO Education and Outreach Program. The survey, completed by 52 respondents, reflected exceptionally high satisfaction across all major categories, including staff support, training and materials, communication, and program impact. CBO partners also shared thoughtful insights aimed at helping strengthen the program in 2026, further demonstrating their commitment to ongoing collaboration and continuous improvement. Across Q4, SCE participated in 61 customer-facing events and engaged directly with 5,461 individuals. These interactions provided meaningful opportunities to reinforce preparedness messaging, share available resources, and highlight programs such as 211, backup battery support, wildfire recovery support, and seasonal safety guidance. These community touchpoints remain a cornerstone of our partnership efforts and ensure AFN communities continue to receive timely, accessible, and reliable information.

Section	2025 Q4 Update
<p>Healthcare, durable medical equipment providers, In-Home Supportive Services (IHSS) and Regional Centers</p>	<ul style="list-style-type: none"> • SCE recognizes that ongoing engagement with health care practitioners, medical associations, and durable medical device suppliers in 2025 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS. • In Q4, the JIOUs continued conversations with the AFN Statewide Councils and among the JIOU team to identify opportunities to collaborate to further educate their members and/or constituents regarding PSPS preparedness, AFN Self-Identification and MBL. • The JIOUs continued collaboration with the California Department of Developmental Services (DDS) emergency response staff and deaf specialists to develop training for Deaf Plus individuals. • On November 5th through 7th, the JIOUs tabled at the California Association of Area Agencies on Aging (C4A) annual conference. The JIOUs shared AFN preparedness resources and information, including information on the Prepare for Power Down (P4PD) website and Framework. • SCE conducted various in-person and virtual events aimed at educating county, CBOs, and communities on PSPS safety. These initiatives also promoted MBL enrollment and AFN Self-Identification Survey participation. • 11/8: Ability First Stroll and Roll • 11/30: Harbor regional center presentation

D.2.1.7.4 Marketing Campaigns

Section	2025 Q4 Update
<p>Marketing Campaigns</p>	<ul style="list-style-type: none"> • On December 9th, a PSPS De-Energized Follow Up email was sent to all HFRA customers (including those with AFN) that experienced a PSPS outage

Section	2025 Q4 Update
	<p>during the June 1st through November 30th timeframe. It emphasized the importance of keeping contact information and notification preferences up-to-date and included reminders about programs and services that can help to reduce the impacts of PSPS outages. Postcards were mailed on December 19th to customers without an email address (or whose deployed email was undeliverable). See Section 2.1.2 for AFN Self-Identification Outreach.</p>

D.2.1.7.5 Advertisement

Section	2025 Q4 Update
Advertisement	<ul style="list-style-type: none"> • MBL Q4 impressions were 6 million, YTD Q4 impressions were 26 million. • As part of the PSPS ad campaign, SCE launched a new MBL ad on May 5, 2025, via digital, social and search to encourage program enrollment. Total campaign Q4 impressions were 201 million, YTD Q4 impressions were 796 million. • SCE continued to run new PSPS preparedness and informational campaigns for the general service area with new videos, radio, digital, social and billboard ads.

D.2.1.7.6 AFN Webpage/Website

Section	2025 Q4 Update
Dedicated AFN Webpage on SCE.com	<ul style="list-style-type: none"> • DDAR content was removed from SCE.com after the program ended October 31, 2025, due to its disallowance in the CPUC decision.^{ZZ}
Statewide Website for AFN Solutions	<ul style="list-style-type: none"> • In Q4, the JIOUs implemented the addition of the California Small Multi-Jurisdictional Utilities (SMJU) website links and logos to the P4PD website, giving

^{ZZ} DDAR has been disallowed and the program is closed. See D.25-09-030, pp. 433-434.

Section	2025 Q4 Update
	<p>additional statewide utility coverage and customer exposure.</p> <ul style="list-style-type: none"> • The JIOUs continue to evaluate selected American Sign Language (ASL) translation companies for the P4PD website with affordability and website maintenance as considerations. The JIOUs obtained an additional vendor quote for ASL for P4PD. Vendor selection is planned for Q1 2026. • Website Activity: <ul style="list-style-type: none"> ○ From October 1 to December 31, 2025, performance metrics recorded over 3,000 new active users. The homepage remains the top destination for visits, while the resource page ranks second in engagement. Direct search continues to be the leading traffic source, accounting for 73.8% of visits. Active users spent less time per session than in the last quarter. This reduction may be due to potential bot activity identified outside the country. Measures to mitigate this type of activity have been implemented and will be monitored for effectiveness. • Background: <ul style="list-style-type: none"> ○ The P4PD website⁷⁸ is a JIOU website, created as a centralized resource for statewide CBOs and agencies serving communities with AFN, providing easy access to IOU information on PSPS preparedness and resources. The website offers educational tools, JIOU training presentations, PSPS social media graphics, and utility-specific PSPS support materials. In response to the AFN Collaborative Council’s request for a customer-facing website, the JIOUs embarked on a website refresh in 2022. ○ In 2024, the Phase 2 P4PD refresh was completed providing customized views of

⁷⁸ Available at <https://prepareforpowerdown.com/>.

Section	2025 Q4 Update
	<p>programs and resources by the selected utility. The site includes comprehensive emergency preparedness information, outage alerts signup, enrollment in MBL program and exploration of other customer support programs. The socializing of the P4PD website will continue through JIOU presentations and AFN Council Stakeholders shared P4PD social media.⁷⁹</p>

D.2.1.7.7 Outreach to Cities and Counties

Section	2025 Q4 Update
Community Meetings in High Fire Risk Areas	<ul style="list-style-type: none"> In Q4, SCE participated in three Wildfire Safety Community Meetings (WSCM), connecting with ~200 customers in HFRA. These meetings took place in partnership with local community leads in Carpinteria, Filmore, San Bernardino County and Riverside County. A recording of the meetings and presentations is posted on SCE.com.⁸⁰
Outreach To Cities and Counties	<ul style="list-style-type: none"> In Q4, SCE participated in seven meetings / presentations. These included community meetings with local government (cities and counties) to engage with customers, elected officials, and key staff on SCE's Wildfire Mitigation Plan and AFN Needs Plan for PSPS. See Section 2.1.7.1 Advisory Councils for additional details. See Section 2.1.7.2 for Tribal Engagement activities.

⁷⁹ Available at <https://prepareforpowerdown.com/toolkit/>.

⁸⁰ Available at <https://www.sce.com/outages-safety/wildfire-safety/community-safety-meetings>.

D.2.2 PSPS Activation (During – Emergency Operations Center Activated)

D.2.2.1 In-PSPS Communications

D.2.2.1.1 PSPS Notifications to Community Stakeholders

Section	2025 Q4 Update
Notifications to Community Stakeholders	<ul style="list-style-type: none">No update in Q4 2025.

D.2.2.1.2 PSPS Customer Notifications

Section	2025 Q4 Update
PSPS Customer Notifications	<ul style="list-style-type: none">No update in Q4 2025.
Notifications for Medical Baseline (MBL) program and Self-Certified Customers	<ul style="list-style-type: none">No update in Q4 2025.
Multi-Family Dwellings and Property Managers	<ul style="list-style-type: none">No update in Q4 2025.

D.2.2.1.3 Accessible Media Engagement

Section	2025 Q4 Update
Accessible Website	<ul style="list-style-type: none">SCE maintains Web Content Accessibility Guidelines (WCAG) 2.0 AA compliance across its digital properties to ensure accessibility to wildfire mitigation content.
Wildfire Communications Center	<ul style="list-style-type: none">No update in Q4 2025.
Social Media	<ul style="list-style-type: none">No update in Q4 2025.

D.2.2.2 Community Resource Centers

Section	2025 Q4 Update
Community Resource Centers (CRCs)	<ul style="list-style-type: none">As of Q4, SCE has a total of 112 contracted CRCs.
CRC Surveys	<ul style="list-style-type: none">No update in Q4 2025.

D.2.3 Recovery (After – Power Has Been Restored)

D.2.3.1 After Event Support to Customers with AFN

Section	2025 Q4 Update
Support to Customers with Access and Functional Needs	<ul style="list-style-type: none">• Customers were offered support through 211 services to assist through recovery.• See Section 2.1.4.1 Overview of 211 Services; Direct resources and referrals provided.

D.2.3.2 Close the Loop

Section	2025 Q4 Update
Close the Loop	<ul style="list-style-type: none">• No update in Q4 2025.

D.2.3.3 After Action Reviews and Reports

Section	2025 Q4 Update
Exercise After Action Reporting (AAR)	<ul style="list-style-type: none">• SCE continues to conduct AARs for exercises and events in the quarter, as needed.

D.2.3.4 Lessons Learned and Feedback

Section	2025 Q4 Update
Corrective Action (CA) Tracking	<ul style="list-style-type: none">• SCE continues to log, manage, and track CAs in the quarter, as needed.

D.2.3.5 Customer Research and Surveys

Section	2025 Q4 Update
SCE's PSPS Surveys and Feedback	<ul style="list-style-type: none">• Data collection for the "post-wave" phase of the Pre-/Post-PSPS Season In-Language Survey was completed in December.
Targeted Customer Research	<ul style="list-style-type: none">• No update in Q4 2025.

APPENDIX E: OBJECTIVES AND CONSIDERATIONS FROM PREVIOUS AFN PLANS

The objectives and considerations were carried over from the 2022 AFN Plan and refined in 2023 to four Key Objectives and presented in the 2023 AFN Plan (as shown below). The Key Objectives have remained unchanged since 2023 and will continue to remain unchanged, subject to an annual review in alignment with the FEMA Six-Step Comprehensive Guide process. We continue to use the same language in this document, as these considerations are still part of our ongoing planning journey.⁸¹

2023 Key Objectives:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during and after a PSPS
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensory disabilities are able to provide feedback, understand and successfully operate provided equipment

2022 Objectives

- Identify individuals who are Electricity Dependent
- Establish a communication plan to reach AFN segments
- Continuously improve tools to make them easy to understand and navigate for individuals and external organizations to access the information
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Cultivate new partnerships and expand existing partnerships with the whole community

⁸¹ Each IOU's accomplishments will be included in the IOU-specific quarterly update.

- Coordinate and integrate resources with state, community, utility to minimize duplication
- Establish measurable metrics and consistent service levels
- Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS

APPENDIX F: PROGRESS TOWARDS AFN PLAN KEY OBJECTIVES

As stated in SCE’s 2025 PSPS AFN Plan, IOUs are reporting on progress made towards meeting Key Objectives in each AFN Plan Quarterly Update. Below is a table summarizing progress-to-date and recent updates made in the previous quarter. These updates are provided for activities that took place jointly with the other IOUs (i.e., PG&E and SDG&E), as well as independently at SCE.

2024 Key Objectives	Team	Progress-To-Date	Q4 2025
<p>§ Increase awareness of IOU programs and services available before, during and after a PSPS</p>	<p>Joint IOUs</p>	<ul style="list-style-type: none"> • Creation of the Prepare for Power Down website • Collaborating with CalFresh on food support for individuals with AFN impacted by PSPS activations and identified information sharing needs for program participation. • Completed the required annual training for the Department of Social Services’ In Home Support Services (IHSS) for greater engagement to increase PSPS awareness. • Continued awareness of PSPS and IOU supported programs and services to CBO's and agencies. • The survey for Resource Guide was completed with participation from the collaborative council members. 	<ul style="list-style-type: none"> • On 11/05-11/07, the Joint IOUs participated in the C4A Conference to continue awareness of IOU programs and services by hosting an informational booth and highlighting programs for customers with AFN, outreach with customers with AFN, and promote the Prepare for Power Down (P4PD) website as a central resource. • The survey results for the Resource Guide have been received with participation from the AFN councils. Results are scheduled for review in Q1 2026 to identify potential gaps in offerings and to integrate into a PSPS Resource Guide.

2024 Key Objectives	Team	Progress-To-Date	Q4 2025
	SCE	<ul style="list-style-type: none"> • Dedicated AFN Landing Page with available programs (see KO #3), and resources (e.g., sign up for alerts, etc.) • MBL Nurture Campaign leveraging the AFN Self-Identification survey results • Expanded partnerships with CBOs • Completed 14 Wildfire Safety Community Meetings—six times the original goal—engaging customers across SCE’s service territory to promote resiliency programs. 	<ul style="list-style-type: none"> • Launched the DDAR participant survey from December 19–23, resulting in 55 completed responses. The survey was designed to identify any potential gaps in services and to remind customers of available SCE resources, including 211. Key Findings: <ul style="list-style-type: none"> • Respondents most frequently used portable backup batteries and Medical Baseline (MBL) education and enrollment. • No major service gaps were identified, as customer needs continue to be supported through existing programs. • On November 8th, SCE participated in Ability First Stroll and Roll to educate customers who are disabled in the SGV with over 600 participants. SCE provided a meaningful opportunity to connect with customers who needed support with

2024 Key Objectives	Team	Progress-To-Date	Q4 2025
			<p>the MBL Program and other AFN PSPS programs such as 211.</p> <ul style="list-style-type: none"> • On November 20th, SCE Participated on AFN Working Group of Mono/Inyo County where we reinforced the availability of SCE's programs and services such as 211. • On October 30th, Partnered with Harbor Regional Center and SoCal Gas to provide a virtual presentation on MBL enrolment and PSPS preparedness for Regional Center staff, service providers, and individuals with developmental disabilities.
<p>§ Continue to identify individuals who are Electricity Dependent</p>	<p>Joint IOUs</p>	<ul style="list-style-type: none"> • Partnership with In-Home Services (IHSS) and Regional Centers • Continue to monitor Joint IOUs MBL population study to better understand the opportunity to promote MBL program. Currently awaiting CPUC approval of the study design and budget. • Continue to participate in community and CBO 	<ul style="list-style-type: none"> • On November 5th through November 7th, the Joint IOUs participated in the C4A Conference to continue awareness of IOU programs and services by hosting an informational booth and highlighting programs for customers with AFN, outreach with

2024 Key Objectives	Team	Progress-To-Date	Q4 2025
		<p>outreach events to reach and identify individuals who may be electricity dependent.</p>	<p>customers with AFN, and promote the Prepare for Power Down (P4PD) website as a central resource.</p>
	SCE	<ul style="list-style-type: none"> • AFN Self-Identification Survey • On-going MBL acquisition campaign • Advancing AFN Self-ID system enhancements. • Utilizing data to nurture customer's enrollment in programs such as MBL and Self-ID. • Outreach to tribal governments pertaining to continued Self-ID efforts. 	<ul style="list-style-type: none"> • On November 8th, SCE participated in Ability First Stroll and Roll to educate customers who are disabled in the SGV with over 600 participants. SCE provided a meaningful opportunity to connect with customers who needed support with the Medical Baseline Program and other AFN PSPS programs such as 211. • On October 30th, Partnered with Harbor Regional Center and SoCal Gas to provide a virtual presentation on MBL enrolment and PSPS preparedness for Regional Center staff, service providers, and individuals with developmental disabilities.

2024 Key Objectives	Team	Progress-To-Date	Q4 2025
<p>§ Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS</p>	<p>Joint IOUs</p>	<ul style="list-style-type: none"> • Establishment of the AFN Collaborative Council and the AFN Statewide Advisory Council • Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners. • Joint IOUs aligned and shared best practices of 211's care coordination to enhance offerings. • Redesigned the Statewide Council Advisory quarterly meetings by including the development of the 2026 AFN Plan expanding council participation. 	<ul style="list-style-type: none"> • Alignment was achieved with DDS on the presentation for intellectual and developmental disability community including Deaf+. • Further collaboration on video and presentation moved to 2026. • Joint IOUs obtained an additional vendor quote for American Sign Language (ASL) for Prepare for Power Down (P4PD). Vendor selection is planned for Q1 2026. • Leveraged the AFN Statewide Council working group to finalize the 2026 AFN Plan Objective focus areas. • Joint IOU continued collaboration with internal survey teams to benchmark pre and post survey questions for AFN KPI's to ensure consistency.
	<p>SCE</p>	<ul style="list-style-type: none"> • 211, DDAR, In-Event Battery Loan Pilot, CRC/CCV AFN Enhancements, partnership with regional food banks. • Launched training, received material, full 	<ul style="list-style-type: none"> • Augmented Community Resource Center (CRC) staffing to strengthen on- site support for customers with AFN during PSPS events.

2024 Key Objectives	Team	Progress-To-Date	Q4 2025
		battery allocations for DDAR. <ul style="list-style-type: none"> • Incorporated new enhancements to AFN programs, including a series of new pilot offerings. 	<ul style="list-style-type: none"> • Conducted a food bank visit to expand community partnerships and explore additional support channels for customers • Proposed customer program offerings were approved, enabling continued progress toward full program launch and implementation. Offerings include: <ul style="list-style-type: none"> • Battery Storage Rebates • Senior Care Pilot
§ Coordinate and integrate resources with state, community, utility to minimize duplication	Joint IOUs	<ul style="list-style-type: none"> • Completed the development of the Joint IOUs AFN Framework • Creation of the Prepare for Power Down website • Coordination with CalFresh regarding food support • Participation with Joint IOUs External Engagement & Customer Experience Sub-Committee 	<ul style="list-style-type: none"> • The survey results for the Resource Guide have been received with participation from the AFN councils. Results are scheduled for review in Q1 2026 to identify potential gaps i in offerings and to integrate into a PSPS Resource Guide. • Exploring opportunity for Regional Center Medical Staff to provide the professional signature required for client participation in the MBL program. We will work with IOU MBL

2024 Key Objectives	Team	Progress-To-Date	Q4 2025
			<p>teams to identify feasibility of recommendation in Q1 2026.</p>
	SCE	<ul style="list-style-type: none"> • Quarterly PSPS Regional Working Groups. • Quarterly PSPS Advisory Board. • Annual Critical Infrastructure Workshops. • Operational Area County Coordination meetings in conjunction with GO166 meetings. • Partner with CBO to distribute emergency backpacks to our most vulnerable customers with AFN. 	<ul style="list-style-type: none"> • Distributed 150 flashlights and 4 emergency backpacks to seniors in Lake Isabella in partnership with Kern River Valley Senior Citizens Inc. • Purchased 500 emergency backpacks for most vulnerable customers with AFN. These backpacks will be delivered to partnering CBOs in Q1 for distribution.

APPENDIX G: PROGRAM PARTICIPATION BY CENSUS TRACT

CENSUS TRACT	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB Program	DDAR Program
Other ⁸²	4	15	89	0	113	39
6019006402	0	1	2	0	3	0
6027000100	0	0	0	0	5	0
6027000200	0	3	3	0	5	2
6027000300	0	0	0	0	7	0
6027000400	0	0	0	0	6	0
6029003305	2	2	3	0	6	0
6029003306	2	2	3	0	14	0
6029004702	0	0	1	0	0	0
6029005201	1	6	12	0	22	2
6029005203	0	32	17	0	43	3
6029005204	2	8	3	0	33	3
6029005401	0	0	0	0	1	0
6029005506	0	0	1	0	0	0
6029006003	0	0	3	0	16	0
6029006004	0	1	2	0	5	0
6029006006	1	1	1	0	16	0
6029006007	0	1	2	0	34	0

⁸² SCE uses Census Tract information from third-party datasets that may include unavailable data for certain premises.

6029006008	1	8	10	0	26	0
6029006100	0	1	0	0	30	0
6037113235	0	2	16	0	3	0
6037135203	0	0	0	0	1	0
6037300100	1	5	35	0	25	0
6037300200	1	6	22	0	9	0
6037300501	0	1	11	0	4	0
6037300502	1	1	7	0	2	0
6037320100	0	0	0	0	2	0
6037320201	0	0	0	0	7	0
6037320202	0	0	0	0	4	0
6037320300	0	0	0	0	1	0
6037400204	1	3	5	0	9	0
6037400205	0	1	1	0	5	0
6037400206	0	0	1	0	27	0
6037400207	0	2	5	0	6	0
6037400302	0	0	1	0	0	0
6037400304	0	0	2	0	16	3
6037400402	0	1	4	0	8	0
6037400403	1	0	7	0	12	0
6037400404	0	2	2	0	14	0
6037400501	0	0	0	0	4	0
6037400800	0	0	1	0	7	0

6037400900	0	0	1	0	10	0
6037401001	0	1	0	0	7	0
6037401002	0	0	0	0	3	0
6037401101	0	0	0	0	3	0
6037401102	0	0	0	0	3	0
6037401201	0	0	0	0	12	0
6037401202	0	0	3	0	4	0
6037401203	0	1	1	0	3	0
6037401303	0	0	5	0	1	0
6037401304	0	1	2	0	4	0
6037401311	0	0	0	0	2	0
6037401312	0	0	1	0	2	1
6037401500	0	0	2	0	7	0
6037401601	0	0	0	0	7	0
6037401602	0	0	0	0	2	0
6037401701	0	0	0	0	3	0
6037401703	0	0	0	0	2	0
6037401704	0	0	0	0	4	0
6037401800	0	0	4	0	6	0
6037402102	0	0	1	0	2	0
6037402200	0	1	1	0	3	0
6037402304	0	0	0	0	0	1
6037402402	0	0	0	0	7	0

6037402405	0	0	0	0	5	0
6037402406	0	0	0	0	7	0
6037402502	0	0	1	0	0	0
6037402803	0	1	0	0	0	0
6037402903	0	0	0	0	0	1
6037403304	0	0	1	0	0	0
6037403305	0	0	6	0	5	0
6037403312	0	0	2	0	2	0
6037403316	0	1	0	0	25	0
6037403317	0	0	1	0	4	0
6037403318	0	0	0	0	6	0
6037403319	0	0	0	0	6	0
6037403320	0	1	8	0	3	0
6037403321	0	1	3	0	9	0
6037403322	0	0	1	0	3	0
6037403323	0	1	6	0	8	0
6037403324	0	0	6	0	5	0
6037403325	1	1	8	0	7	0
6037403401	0	0	1	0	0	0
6037403402	0	0	1	0	0	0
6037403403	0	0	5	0	12	0
6037403404	0	0	0	0	4	0
6037403405	1	0	8	0	2	0

6037403406	0	1	4	0	7	0
6037403407	0	0	0	0	3	0
6037403408	0	0	3	0	0	0
6037403500	0	0	1	0	2	0
6037403600	0	0	7	0	9	0
6037403702	0	0	0	0	5	0
6037403703	0	0	1	0	2	0
6037403801	0	1	0	0	3	0
6037403802	0	0	0	0	11	0
6037403901	0	0	1	0	1	0
6037403902	0	0	1	0	1	0
6037404100	0	0	6	0	0	0
6037404202	0	0	2	0	0	0
6037404501	0	1	0	0	0	0
6037404504	0	0	0	0	2	0
6037404801	0	0	1	0	0	0
6037405600	0	0	0	0	4	0
6037405702	0	0	0	0	7	0
6037406300	0	1	11	0	4	0
6037406402	0	0	0	0	1	0
6037406411	0	0	0	0	1	0
6037406412	0	0	2	0	0	0
6037406601	0	0	0	0	3	0

6037406602	0	0	0	0	1	0
6037406702	0	0	0	0	1	0
6037407101	0	0	1	0	0	0
6037407301	0	0	0	0	2	0
6037407900	0	0	0	0	3	0
6037408003	0	0	0	0	4	0
6037408005	0	0	2	0	2	0
6037408006	0	1	2	0	0	0
6037408135	0	0	1	0	0	0
6037408202	0	0	0	0	1	0
6037408211	0	0	0	0	1	0
6037408212	0	0	1	0	3	0
6037408301	0	0	1	0	6	0
6037408302	0	0	1	0	0	0
6037408303	0	0	0	0	4	0
6037408401	0	0	0	0	7	0
6037408402	1	1	3	0	4	0
6037408501	0	0	0	0	5	0
6037408503	0	0	2	0	2	0
6037408504	0	0	2	0	3	0
6037408505	0	0	0	0	6	0
6037408623	0	0	5	0	0	0
6037408625	0	0	0	0	3	0

6037408626	0	0	2	0	0	0
6037408627	0	0	1	0	2	0
6037408628	0	1	4	0	2	0
6037408629	0	0	1	0	2	0
6037408630	0	0	0	0	2	0
6037408703	1	1	20	0	3	0
6037408704	0	0	1	0	0	0
6037408705	0	0	2	0	1	0
6037408706	0	0	2	0	2	0
6037408722	0	0	6	0	6	0
6037408723	0	0	1	0	4	0
6037408800	0	0	1	0	0	0
6037430002	0	0	5	0	12	0
6037430003	1	3	32	0	8	0
6037430101	0	0	1	0	9	1
6037430102	0	0	1	0	3	2
6037430200	0	0	2	0	3	0
6037430301	1	1	9	0	3	0
6037430302	0	3	25	0	10	0
6037430400	0	1	11	0	6	0
6037430501	1	1	6	0	17	0
6037430502	0	0	2	0	6	4
6037430600	0	3	6	0	0	0

6037430801	0	0	2	0	0	0
6037430803	0	0	3	0	0	0
6037430901	0	0	1	0	10	0
6037430902	0	0	4	0	0	0
6037431001	0	2	5	0	4	1
6037431002	0	0	4	0	8	0
6037431100	0	1	8	0	4	0
6037431200	0	1	0	0	4	0
6037431300	0	1	4	0	0	0
6037431400	0	0	1	0	0	0
6037460000	0	0	4	0	2	0
6037460100	0	0	0	0	2	0
6037460200	0	0	3	0	0	0
6037460301	0	0	3	0	0	0
6037460302	0	0	1	0	2	0
6037460501	1	1	12	0	10	0
6037460502	1	2	18	0	18	0
6037460600	2	1	10	0	15	0
6037460700	2	4	27	0	7	0
6037460900	0	1	0	0	0	0
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6037461100	0	1	2	0	2	0
6037461200	0	0	1	0	3	0

6037461300	0	0	2	0	19	0
6037480600	0	0	1	0	4	0
6037480702	0	0	1	0	4	0
6037480703	1	0	2	0	6	0
6037480704	0	0	3	0	3	1
6037481712	1	0	0	0	2	0
6037500100	0	0	2	0	14	0
6037500201	0	1	4	0	13	0
6037500202	0	0	0	0	9	0
6037500300	0	0	3	0	4	0
6037500403	0	0	0	0	1	0
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6037501300	0	0	1	0	2	0
6037501501	0	0	2	0	5	0
6037501503	0	0	0	0	1	0
6037501504	0	0	1	0	4	0
6037501600	0	0	5	0	4	0
6037501700	0	1	3	0	1	0
6037501802	0	0	0	0	1	1
6037501900	0	0	1	0	1	0
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6037503301	0	0	0	0	6	0
6037503302	0	0	0	0	3	0

6037503401	0	0	0	0	4	0
6037503402	0	0	1	0	0	0
6037531301	0	0	1	0	0	0
6037543603	0	0	1	0	0	0
6037543802	0	0	1	0	0	0
6037570301	0	0	1	0	0	0
6037601301	0	1	0	0	2	0
6037601303	0	0	0	0	2	0
6037603702	0	0	0	0	2	0
6037603802	0	1	1	0	0	0
6037609900	0	0	0	0	1	0
6037651101	0	0	1	0	0	0
6037651102	0	0	1	0	0	0
6037651221	0	0	1	0	0	0
6037651302	0	0	0	0	5	0
6037651304	0	0	0	0	3	0
6037651402	0	0	0	0	3	0
6037670001	0	0	3	0	0	0
6037670003	0	0	1	0	0	0
6037670100	0	0	0	0	3	0
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6037670202	1	0	3	0	2	0
6037670324	1	0	5	0	1	0

6037670326	0	0	3	0	9	0
6037670328	0	0	0	0	6	0
6037670403	1	1	4	0	0	0
6037670405	0	0	1	0	1	0
6037670406	0	0	5	0	3	0
6037670407	0	0	5	0	3	0
6037670411	1	1	6	0	0	0
6037670413	0	0	9	0	4	0
6037670416	0	1	4	0	5	0
6037670500	1	0	0	0	1	0
6037670602	5	2	5	0	5	0
6037670701	2	0	11	0	4	0
6037670702	0	0	0	0	8	0
6037700101	0	0	1	0	4	0
6037700200	0	0	0	0	1	0
6037700300	0	0	1	0	0	0
6037700502	0	0	0	0	1	0
6037700600	0	0	0	0	3	0
6037700700	0	0	0	0	1	0
6037701304	0	0	1	0	0	1
6037701501	0	0	0	0	2	0
6037701902	0	0	0	0	0	1
6037702400	0	0	2	0	0	0

6037702501	0	0	1	0	2	0
6037702502	0	0	0	0	12	1
6037702600	0	0	1	0	2	0
6037702802	0	0	2	0	0	0
6037703002	0	0	0	0	3	0
6037703100	0	0	0	0	6	0
6037703200	0	1	0	0	1	0
6037800101	3	5	19	0	14	0
6037800102	2	5	27	0	10	0
6037800202	5	2	8	0	18	0
6037800203	0	3	37	0	13	0
6037800204	4	1	1	0	17	0
6037800324	3	10	36	0	13	0
6037800325	0	0	2	0	1	0
6037800326	1	1	7	0	4	0
6037800327	2	5	47	0	16	0
6037800328	1	6	38	0	5	0
6037800329	0	10	34	0	13	0
6037800330	1	4	3	0	4	0
6037800331	0	0	1	0	1	0
6037800332	0	10	36	0	28	0
6037800406	0	1	8	0	3	0
6037800408	1	5	34	0	20	0

6037800410	0	2	12	0	3	1
6037800504	0	0	6	0	2	2
6037800506	0	1	0	0	1	0
6037900300	0	1	0	0	0	0
6037900900	0	0	1	0	0	0
6037901004	0	0	0	0	0	2
6037901010	0	0	5	0	0	0
6037901101	0	1	2	0	0	0
6037901205	0	1	1	0	0	0
6037901209	0	4	1	0	4	0
6037901210	0	7	10	0	8	0
6037901213	0	4	2	0	3	0
6037910002	0	0	0	0	4	0
6037910201	0	0	0	0	3	0
6037910205	0	1	0	0	5	0
6037910206	0	1	0	0	5	0
6037910207	0	0	3	0	3	0
6037910208	0	0	0	0	3	0
6037910209	0	0	4	0	0	0
6037910210	0	0	0	0	1	0
6037910301	0	0	0	0	3	0
6037910302	0	0	0	0	1	0
6037910401	0	0	1	0	8	0

6037910402	0	0	0	0	4	0
6037910404	0	0	2	0	7	0
6037910504	0	2	0	0	0	0
6037910505	0	1	0	0	2	0
6037910601	0	2	4	0	0	0
6037910606	0	0	0	0	3	0
6037910706	0	0	0	0	3	0
6037910707	0	0	0	0	6	0
6037910709	0	0	1	0	4	0
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6037910712	0	0	0	0	2	0
6037910714	0	0	1	0	0	0
6037910715	0	0	0	0	16	0
6037910804	1	3	20	0	8	0
6037910805	3	2	18	0	18	0
6037910807	2	1	22	0	7	0
6037910808	0	5	10	0	4	0
6037910809	1	3	15	0	6	0
6037910810	1	1	6	0	7	0
6037910811	0	0	1	0	0	0
6037910813	2	5	18	0	9	0
6037911001	0	0	1	0	3	0
6037920011	0	0	1	0	0	0

6037920012	0	12	15	0	3	0
6037920013	2	3	46	0	13	0
6037920015	2	2	19	0	1	1
6037920016	5	0	17	0	1	0
6037920017	0	2	23	0	1	0
6037920018	1	0	3	0	5	0
6037920020	4	0	23	0	9	0
6037920023	1	1	1	0	3	0
6037920026	1	0	0	0	2	0
6037920028	3	2	15	0	4	0
6037920029	1	1	2	0	2	0
6037920030	0	0	14	0	7	0
6037920031	1	2	13	0	18	9
6037920032	2	1	18	0	0	0
6037920033	1	0	0	0	0	0
6037920034	1	4	36	0	12	0
6037920035	2	22	37	0	7	1
6037920036	1	0	13	0	6	0
6037920037	0	0	10	0	8	0
6037920038	0	1	13	0	2	0
6037920039	2	0	8	0	3	0
6037920040	3	1	14	0	8	0
6037920041	0	0	1	0	0	0

6037920042	0	0	6	0	5	0
6037920043	4	1	30	0	4	0
6037920044	0	0	4	0	14	0
6037920045	0	2	18	0	9	0
6037920102	1	11	10	0	5	0
6037920104	0	0	7	0	2	0
6037920106	0	2	8	0	0	0
6037920107	3	4	38	0	5	0
6037920108	1	0	27	0	1	0
6037920109	2	3	46	0	11	0
6037920110	0	0	9	0	2	0
6037920111	0	1	13	0	2	1
6037920112	1	1	17	0	7	1
6037920114	0	0	45	0	3	0
6037920115	1	1	20	0	3	0
6037920116	1	2	8	0	6	0
6037920118	1	2	53	0	12	1
6037920119	1	2	14	0	5	0
6037920303	0	0	17	0	1	0
6037920312	1	2	29	0	7	0
6037920313	1	2	36	0	0	0
6037920314	0	1	8	0	10	0
6037920322	0	0	21	0	2	0

6037920326	1	2	44	0	6	0
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6037920330	1	1	14	0	0	0
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6059021825	1	0	0	0	0	0
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6065040814	0	0	1	0	0	0
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6065041810	0	0	1	0	3	0
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6065042723	0	16	7	0	25	0
6065042726	0	3	8	0	21	1
6065042728	0	2	1	0	8	0
6065042729	0	0	3	0	13	0
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6065042737	0	19	15	0	16	0
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6065043509	0	0	1	0	23	0
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6071002017	0	1	11	0	19	0
6071002018	0	1	1	0	7	0
6071002021	0	0	4	0	10	2
6071002022	0	2	6	0	23	0
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6071002035	0	0	1	0	0	0
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6071002037	0	0	1	0	0	0
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6071002105	0	0	0	0	0	1
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6071002110	0	0	1	0	3	0
6071002301	0	1	2	0	0	0
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6111009100	0	0	2	0	0	0

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

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

Rulemaking 18-12-005

CERTIFICATE OF SERVICE

I hereby certify that, pursuant to the Commission's Rules of Practice and Procedure, I have this day served a true copy of **SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) 2026 PLAN TO SUPPORT ACCESS AND FUNCTIONAL NEEDS POPULATION DURING PUBLIC SAFETY POWER SHUTOFFS** on all parties identified on the attached service list **R.18-12-005**. Service was effected by transmitting the copies via e-mail to **ALJ Regina DeAngelis and Valerie Kao** and all parties who have provided an e-mail address.

Executed on **January 30, 2026**, at Rosemead, California.

/s/ Sylvia Valdez

Sylvia Valdez

Lgl Admin Assistant, Sr Support

SOUTHERN CALIFORNIA EDISON COMPANY

2244 Walnut Grove Avenue
Post Office Box 800
Rosemead, California 91770

CALIFORNIA PUBLIC UTILITIES COMMISSION
Service Lists

Proceeding: R1812005 - CPUC - OIR TO EXAMIN
Filed: CPUC
List Name: LIST
Last changed: January 27, 2026

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<p>NORA SHERIFF COUNSEL BUCHALTER LLP 425 MARKET STREET, 29TH FLR SAN FRANCISCO, CA 94105-2491 FOR: ENERGY PRODUCERS AND USERS COALITION</p>	<p>NORA SHERIFF, ESQ. ATTORNEY BUCHALTER LLP 55 SECOND STREET, SUITE 1700 SAN FRANCISCO, CA 94105-3493 FOR: CA LARGE ENERGY CONSUMERS ASSOCIATION</p>
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<p>MARI L. DAVIDSON ATTORNEY NOSAPAN LLP 50 CALIFORNIA STREET, 34TH FL. SAN FRANCISCO, CA 94111-4799 FOR: CALIFORNIA WATER ASSOCIATION</p>	<p>STEVEN MOSS PARTNER M.CUBED 798 LIBERTY STREET SAN FRANCISCO, CA 94114 FOR: LOCAL GOVERNMENT SUSTAINABLE ENERGY COALITION (LGSEC)</p>
<p>MEGAN M. MYERS COUNSEL LAW OFFICES OF MEGAN M. MYERS 110 OXFORD STREET SAN FRANCISCO, CA 94134 FOR: CALIFORNIA STATE ASSOCIATION OF COUNTIES</p>	<p>DEBRA LLOYD UTILITIES COMPLIANCE MANAGER CITY OF PALO ALTO UTILITIES 1007 ELWELL CT. PALO ALTO, CA 94303 FOR: BAY AREA MUNICIPAL TRANSMISSION GROUP</p>
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<p>DOUGLAS E. COTY ATTORNEY BOLD, POLISNER, MADDOX, NELSON & JUDDSON 2125 OAK GROVE ROAD, SUITE 210 WALNUT CREEK, CA 94598 FOR: CONTRA COSTA WATER DISTRICT</p>	<p>MEGAN J. SOMOGYI ATTORNEY AT LAW BBB LAW LLP 492 9TH STREET, SUITE 220 OAKLAND, CA 94607 FOR: COUNTY OF MENDOCINO, THE COUNTY OF NAFPA, AND THE COUNTY OF SONOMA</p>
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<p>NICHOLAS LEVENHAGEN ATTORNEY DISABILITY RIGHTS CALIFORNIA 1831 K STREET SACRAMENTO, CA 95811 FOR: DISABILITY RIGHTS CALIFORNIA</p>	<p>BRITTANY ILES ATTORNEY BRAUN BLAISING SMITH WYNNE, P.C. 915 L STREET, STE. 1480 SACRAMENTO, CA 95814 FOR: THE CALIFORNIA COMMUNITY CHOICE ASSOCIATION (CALCCA)</p>
<p>BRITTANY ILES ATTORNEY BRAUN BLAISING SMITH WYNNE, P.C. 915 L STREET, SUITE 1480 SACRAMENTO, CA 95814 FOR: PIONEER COMMUNITY ENERGY</p>	<p>BRITTANY ILES ATTORNEY BRAUN BLAISING SMITH WYNNE, P.C. 915 L STREET, STE. 1480 SACRAMENTO, CA 95814 FOR: CENTRAL COAST COMMUNITY ENERGY P/K/A MONTEREY BAY COMMUNITY POWER AUTHORITY (MBCP)</p>
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