

Southern California Edison
2023-WMPs – 2023-WMPs

DATA REQUEST SET O E I S - P - W M P _ 2 0 2 3 - S C E - 0 0 5

To: Energy Safety
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Job Title: Senior Advisor
Received Date: 5/25/2023

Response Date: 5/31/2023

Question 06. i:

Regarding Community Outreach Objectives – Verification Methods

a. For SCE's 3- and 10-year Community Outreach objectives, some methods of verification are unclear.

i. Objective (3-year): Actively collaborating with stakeholder networks and partnerships to better understand customer, community and stakeholder specific needs and develop tailored solutions, including AFN.

Method of Verification: See Table 8-44 and Table 8-59

(1) The referenced tables provide lists of state and local agencies and community partners that SCE collaborates with, including the collaborative roles. Is there another form of documentation or reporting that SCE uses as a means of verifying progress toward this objective?

(a) If so, what is that documentation?

(b) If not, how does SCE verify progress toward “better understand[ing] customer, community and stakeholder specific needs and develop[ing] tailored solutions” as a result of this collaboration?

Response to Question 06. i:

SCE collaborates with a variety of community partners. As part of the 3-year objective, there are various means SCE uses to gauge collaboration with stakeholders and address their needs. These efforts can be documented through the tables previously identified, and also through related surveys and reports, as discussed below. For collaboration with city and county local elected officials and leadership, please see attachment titled *2023 04 PG SCE wildfire risk reduction MEMO.pdf* for survey results on SCE's wildfire reduction work and the PSPS program.

As part of sce.com, there is an area dedicated to Wildfire Communications where customers can access important Wildfire Safety and PSPS related customer communications. There are areas for Customer and Community engagement, including information on Community Safety Meetings (upcoming and recordings of past meetings) allowing for customer feedback and questions during the meetings. In addition, after-meeting surveys are conducted that help inform if customers have a better understanding of SCE's wildfire mitigation activities and PSPS practices.

To better understand the needs of Access and Functional Need (AFN) customers, SCE collaborated with community stakeholders and partners as part of the 2023 AFN Core Planning Team which was comprised of 13 organizations representing the diverse needs of the AFN community. The planning

team identified goals and objectives to measure the impacts of PSPS events on individuals with AFN, which include awareness of PSPS support resources, ability to use necessary medical equipment during PSPS events, and satisfaction with the support services offered. The progress of these goals and objectives are reported both in SCE's AFN Plan¹ and the associated Quarterly Updates.²

¹ AFN Plan Appendix A (page 71-79): <https://www.sce.com/sites/default/files/AEM/Supporting%20Documents/2023-2025/AFN%20Plan.pdf>

²Q4 QUARTERLY UPDATE TO 2022 AFN PLAN FOR PSPS SUPPORT Appendix B. page 80 [Microsoft Word - Cover Pleading for 2023 AFN Plan and 2022 Q4 Update.docx \(ca.gov\)](#)