



Bear Valley Electric Service, Inc.

A Subsidiary of American States Water Company

**BEAR VALLEY ELECTRIC SERVICE, INC.'S
PLAN TO SUPPORT POPULATIONS WITH ACCESS AND
FUNCTIONAL NEEDS DURING PUBLIC SAFETY POWER
SHUTOFFS IN 2025**

JANUARY 31, 2025

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EXECUTIVE SUMMARY

In preparation for the submission of *Bear Valley Electric Service, Inc.'s (BVES) Plan to Support Populations with Access and Functional Needs during Public Safety Power Shutoffs in 2025* (referenced as “the Plan” herein), BVES has participated in the Access and Functional Needs (AFN) Collaborative Planning team, AFN Core Planning Team and provided executive representation on the Statewide Joint IOU AFN Advisory Council. To support individuals with AFN during potential PSPS events, BVES has additionally participated in the creation of an annual support plan with assistance from regional and statewide AFN stakeholders. Continuing into 2025, that plan will leverage the Federal Emergency Management Administration’s (FEMA) Comprehensive Preparedness Guide six-step Process. To measure progress on the implementation of that plan, BVES will continue to provide quarterly updates to the California Public Utilities Commission (CPUC).

The main risk identified through collaboration with AFN stakeholders that this plan is intended to mitigate is “Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS.” BVES followed the same outline as identified with the statewide AFN Collaborative Planning Team to address “Who,” “What,” and “How” to support individuals with AFN and mitigate risks associated with PSPS events.

WHY

As climate conditions change, the threat of wildfires in California continues to grow. One critical tool used to prevent wildfires is the use of PSPS, in which an investor-owned utility (IOU) may temporarily shut off power to a neighborhood during dangerous weather conditions to prevent the electric system from becoming a source of ignition. These safety shutoffs are a measure of last resort for keeping customers and communities safe. A PSPS event, 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 4 million people across the state through defining, mapping, enabling, and promoting self-identification. In order to support and target individuals that are electricity dependent, the Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team developed a definition of Electricity Dependent Individuals 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 Public Safety Power Shutoff for reasons including, but not limited to:

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

- Communication

The IOUs understand that there is more work to be done and will continue these efforts to identify additional individuals with AFN in 2025.

WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs have worked to identify the goals, objectives, and potential opportunities for enhancements in 2025, outlined in this Plan.

The IOUs' overarching goal is to mitigate the impacts of PSPS events on individuals with AFN through improved customer outreach, education, assistance programs and services.

INTRODUCTION

As climate conditions change, our region is facing drier and hotter weather conditions making wildfires a year-round threat. The IOUs continually monitor weather and other climate conditions to detect fire conditions. When wildfire risk conditions present a safety threat to the safety of our customers and communities, electric utilities may call for a PSPS as a measure of last resort. Public Safety Power Shutoff (PSPS) de-energization activations disrupt the everyday lives of all individuals impacted. This 2025 Plan focuses primarily on individuals and communities with Access and Functional Needs, as they may be disproportionately impacted by PSPS activations. The plan was developed incorporating elements from the AFN Core Planning Team comprised of leaders in the AFN community and the utilities.

Leveraging the FEMA Comprehensive Preparedness Guide six-step Process, BVES attended AFN Core Planning Team meetings and observed the execution of a "whole community approach" to develop an overarching Joint IOU Statewide template to meet the diverse needs of the individuals with AFN. BVES utilized this template to develop an AFN plan for 2025, despite never implementing a PSPS ever before. BVES acknowledges the significant variance in available resources, system limitations and geographical differences that are evident when compared to larger IOUs throughout the state.

BVES will file their annual Plan with the CPUC by January 31st of each year regarding its planned efforts to address people/communities with AFN during PSPS events. Additionally, the IOUs will provide the CPUC with quarterly updates regarding the progress towards meeting the established plans and the impact of its efforts to address this population during PSPS.

Subject Matter Experts (Engage the Whole Community)

Each of the IOUs have engaged regional and statewide AFN stakeholders from a broad- spectrum of various expertise for the development of this plan in alignment with Step 1 of the FEMA Process:

FEMA Step 1: Engaging the Whole Community in the Planning. 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.

On September 17, 2024, the IOUs introduced this effort at the broader Q3 Joint IOU Statewide

AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with the Core Planning Team members on October 23, 2024. The 2025 AFN Core Planning Team is comprised of 8 organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2025 AFN Plan.

Table 1 Engaging the Whole Community

AFN Collaborative Council (per the Phase 3 OIR PSPS Decision):	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)
	2-1-1 ¹
AFN Core Planning Team	Department of Developmental Services
	Disability Policy Consultant
	Inland Regional Center
Planning Group	Participants/Stakeholders
	Pacific Power
	Redwood Coast Regional Center
	San Diego Regional Center
	San Gabriel/ Pomona Regional Center
	Tri-Counties Regional Center
Joint IOUs	San Diego Gas & Electric (SDG&E)
	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)

¹ Although 211 was not required per the Phase 3 decision, they have been invited to join the AFN Collaborative Council

As a key component to engage the whole community in planning, BVES is also planning to solicit feedback from the Joint IOU Statewide AFN Advisory Council, their respective Regional PSPS Working Groups, including those which are focused on the Small Municipal Jurisdictional Utilities (SMJUs) and other AFN experts. These groups serve as a sounding board and offer insights, feedback, and input on BVES’s customer strategy, programs, and priorities. Regular meetings are scheduled to actively identify issues, opportunities, and challenges related to the IOUs ability to mitigate the impacts of wildfire safety strategies, namely PSPS, and other emergencies throughout California.

AFN Experts:

- Wildfire Community Advisory Meetings
- Big Bear Fire Safe Council
- Local Government
- Cal OES
- CBOs
- SMJU Collaboration

1. PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

1.1 Purpose/Background

During extreme weather or wildfire conditions, electric utilities may proactively turn off power for public safety, as a measure of last resort. Public Safety Power Shutoffs (PSPS) disrupt the everyday lives of all impacted individuals.

The purpose of BVES’s Plan to support populations with AFN during PSPS events is to mitigate the impacts of public safety power shutoff on access and functional needs individuals served by the utility through improved customer outreach, education, assistance programs and services.

BVES is focused on building foundational connections and expanding existing networks within the Big Bear community to continually improve awareness and support of AFN needs.

BVES continues to work to understand existing local resources and establish relationships required to support the AFN population throughout the service territory. In addition, BVES will continue coordinating with the Statewide Collaborative Planning Team to make informed improvements through observing practices from larger IOU and agency proven successes.

BVES continues to seek methods of improvement in data collection and analysis, while improving the existing limitations that exist within CIS, OMS and GIS systems. BVES continuously works to vigorously enhance and improve their CIS to record additional AFN categories of customers and is striving to consistently work on OMS integration and testing. In 2024, BVES successfully integrated AFN category tracking into its Customer Information System (CIS). This enhancement involved updating the online AFN application to allow for more accurate and efficient tracking of the various AFN categories. The system now enables BVES to categorize and manage AFN customer data more effectively. System improvements have been a significant area of focus. This

effort will continue to be a main point of focus throughout 2025 and beyond.

1.2 Scope

Leveraging the FEMA Comprehensive Preparedness Guide 6 Step Process, BVES, along with the IOUs and SMJUs, collaborated with the AFN Core Planning Team and have worked to engage the whole community and develop an overarching Statewide approach that meet the diverse needs of the individuals with AFN.

Access and Functional Needs is defined by the California Government Code §8593.3 as: *“individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English speakers, 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.”*

Recognizing this is a very broad audience, this plan focuses on minimizing the impact of a PSPS on electricity dependent individuals with AFN. To understand these impacts, the Joint IOU AFN Advisory Council developed a preliminary understanding of the term “electricity dependent.” This preliminary definition is intended to help inform new/enhancements to the programs and resources that are currently available.

The utilities are filing individual versions of their 2025 AFN plans to include territory-specific details for meeting the needs identified by the Core Planning Team. The comprehensive plans reflect the geographical differences as well as the diverse needs of the AFN community, while optimizing opportunities for consistency statewide.

1.3 Situation Overview

1.3.1 Hazard Analysis Summary – Definition of Risks

FEMA Step 2: *Understand the Situation. Understanding the consequences of a potential incident require gathering information about the potential AFN of residents within the community.*

“Understand the Situation,” continues with identifying risks and hazards. The assessment helps a planning team decide which hazards or threats merit special attention, what actions must be planned for, and the resources likely to be needed.

The Core Planning Team has identified the following key risks of PSPS: *“Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to a PSPS.”*

During the planning process, the AFN Core Planning 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 the impacts of PSPS are dynamic and are committed to supporting customers before, during and after a PSPS event.

1.3.2 AFN Population - AFN Identification

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)
 - Medical Baseline (MBL),² 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

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to 23,294 residential customers in a resort community with a mix of approximately 40% full-time and 60% part-time residents. Its service area also includes 1,472 commercial, industrial and public-authority customers, including two ski resorts and the local waste-water treatment facility. BVES differs significantly from California's largest electric investor-owned utilities, Pacific Gas & Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (collectively, the "Large IOUs"). BVES has a substantially smaller customer base over which to spread fixed costs of service, has a mountainous and remote service territory subject to greater seasonal climate fluctuations, and faces greater resource limitations in comparison to the Large IOUs. The Commission has historically recognized these distinctions between BVES and the Large IOUs. BVES continues work on system modifications to CIS and OMS to allow the recording of AFN customer categories and data beyond medical baseline customers. As of December 31, 2024, the CIS system identifies 155 Medical Base Line (MBL) customers marked as AFN customers. BVES's total AFN customer count is currently 727.

BVES is continuously working to evaluate and seeks to implement system enhancements, modifications and manual work around on the CIS, OMS, and GIS systems. Data tracking continues to be reviewed for areas of improvement to allow BVES more visibility into the AFN customer population. In 2022, BVES explored options to establish the ability to track AFN categories of customers beyond MBL in the CIS, including the following categorical identifiers:

² 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.

AFN customers enrolled in low-income programs, AFN customers with a physical, intellectual or developmental disability, AFN customers with a chronic condition or injury, AFN customers identified with limited English proficiency, AFN customers in households with older adults / children, AFN homeless / transportation disadvantaged customers, and an additional AFN category for customers who wish to self-identify but may not necessarily fit into the aforementioned categories. In 2024 BVES implemented AFN category tracking into the CIS.

As a part of BVES' recent and ongoing system improvements, the capability to map AFN customers beyond MBL is anticipated to be integrated into the OMS in the near future and further refined throughout 2025.

- List of Risks and Hazards - Potential Consequences

BVES understands the risk analysis completed by the AFN Core Planning Team and has found it helpful in understanding the variety of diverse risks that exist for AFN populations.

- Customer Research and Surveys

In 2023, BVES partnered with MDC Research to execute two waves of surveys to measure the public's awareness of messaging related to wildfire preparedness and safety. Customers were surveyed at random, targeted for either phone or web administration. Surveys were available to customers in English and Spanish.

The first wave of surveys conducted between June 2024 resulted in completion of 261 surveys, including 12 from critical customers. The second wave of surveys conducted in December 2024 resulted in completion of 399 survey responses, including 16 from critical customers.

Notable customer survey findings include:

- 76% of customers surveyed are considered AFN
- Awareness of available resources:
 - Customers are most likely aware of electrical and wildfire safety information, LIHEAP, and California Alternate Rates for Energy.
 - 32-37% of customers have not investigated any of the available resources, consistent across June and December 2024.
- AFN Self-Identification Awareness:
 - 6-7% of AFN customers have heard of AFN Self-Identification, showing limited awareness.
 - Awareness of AFN Self-Identification among all customers is only 8%, and only 6% of AFN customers are aware.
 - 20% of those aware of the resource have used it, with satisfaction among most users.
- Medical Needs and PSPS Notices:
 - 24-30% of customers who rely on electricity for medical needs are aware of additional notices from BVES related to PSPS (Public Safety Power Shutoff).
- Language Preferences:
 - 97-99% of respondents indicate that receiving communications in a language other than English would not be helpful.

- Communication and Outreach Recommendations:
 - Continue leveraging email, direct mail, bill inserts, BVES website, and local/regional TV news to educate consumers about PSPS, especially during late spring/early summer when fire season preparation is top of mind.
 - Consider partnerships with local business organizations to extend community outreach and reach tourists.
- Actionable Recommendations:
 - Evaluate the strategy for reaching individuals with medical conditions requiring electricity, as most are unaware of additional PSPS notices.
 - Educate customers about the benefits of self-reporting their AFN status and the available resources.

In addition to customer surveys, MDC Research conducted Community Based Organization interviews to request feedback and gather suggestions on the most effective approaches to PSPS communication within the community. The first wave of interviews resulted in four completed CBO interviews, whereas the second wave resulted in four completed four CBO interviews.

Notable CBO interview findings include:

- Community Based Organizations interviewed expressed a willingness and ability to share BVES PSPS preparedness information to the community during typical interactions, through social media and by handing out printed materials provided by BVES
- English and Spanish are the primary languages required for effective communication in the communities to which BVES provides service
- Simplified, easy-to-understand written communications are of importance to reach individuals with all levels of reading comprehension
- Education, resources and advanced notifications are essential for these groups

Additional survey information used to inform BVES’ approach in effectively reaching customers include findings that BVES remains the primary source for wildfire preparedness information, and Public Safety Power Shutoff, vegetation management, BVES Wildfire Mitigation Plan, and personal preparedness are the most common messages recalled.

Email is the most cited channel for wildfire preparedness communication, up significantly from June 2024, followed closely by direct mail, bill inserts, and the BVES website. In 2025, BVES plans to seek out additional resources to collaborate with in executing surveys and research specific to AFN needs before, during and after PSPS events. BVES also plans to explore availability of existing resources and identification of gaps that may exist through further discussions and expansion of relationships with agencies, cities, counties and local organizations.

- Accessibility Webpage and Feedback

BVES plans to continue improvements in accessibility of their webpage. Improvements include the addition of 211 resource information on the web, as well as successful development of a self-identification tool for AFN customers in both Spanish and English languages.

1.3.3 Success Measures and Metrics

BVES intends to integrate key performance indicators (KPIs) to measure impacts of PSPS. These indicators include understanding the percentage of individuals with AFN who were aware of what support and resources were available to them during PSPS and the percentage of individuals with AFN who reported being satisfied with level of utility communication around PSPS preparedness and event updates. BVES plans to obtain this information by including these indicators in future AFN surveys. Additional methods to monitoring effectiveness in AFN support include monitoring web traffic and self-identification tool utilization rates, as well as tracking AFN attendance at CRC locations during PSPS events.

Survey and Stakeholder Recommendations & Response

As part of our ongoing collaboration with stakeholders, we received the following recommendations related to AFN support during PSPS events. Below is a summary of each recommendation, BVES’s response, and rationale.

Table 2 Recommendation Status and Response

Stakeholder Recommendation	Adoption Status	Rationale	Implementation Timeline
Continue leveraging email, direct mail, bill inserts, BVES website, and regional TV news for PSPS education	Adopted	BVES finds these are the most effective way to reach AFN populations through various means as echoed through feedback from customer surveys and CBOs	Ongoing; additional outreach efforts continuing in Q2 2025
Consider partnerships with local business organizations to extend community outreach and reach tourists	Under Evaluation	While BVES sees this value, the utility understands these partnerships will form over time through effective means within the Big Bear community	Revisit in Q4 2025
Evaluate the strategy for reaching individuals with medical conditions requiring electricity, as most are unaware of additional PSPS notices	Adopted	Surveys indicate that many electricity-dependent customers are not fully aware of PSPS notifications. BVES is working on increasing Medical Baseline customer awareness	Initial improvements in Q3 2025, with ongoing tracking
Educate customers about the benefits of self-reporting their AFN status and available resources	Adopted	Self-identification remains low among AFN customers. BVES will incorporate more direct education on this through existing outreach channels	Expanded outreach in Q3 2025
Ensure that CBOs receive AFN-specific PSPS preparedness information for wider distribution	Adopted	CBOs have expressed willingness to help distribute information. BVES will formalize partnerships with key organizations	Ongoing
Expand multilingual outreach beyond English and Spanish for AFN notifications and resources	Under Consistent Review	Survey data indicates 97-99% of respondents find English and Spanish coverage sufficient within the territory; however, BVES will reassess if additional language needs arise	Ongoing review
Improve accessibility of written communications to accommodate individuals with different literacy levels	Under Evaluation	CBO feedback highlights the need for simpler materials for community distribution and BVES is reviewing options for concise and accessible language	Assessment in Q3 2025

1.3.4 Capability Assessment - Statewide/Local Research

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, assistance programs and services.

Progress will be reported out within BVES's Quarterly updates. 2025 Key Objectives:

- Increase awareness of IOU programs and services available before, during and after a PSPS
- Continue to identify individuals who are Electricity Dependent.
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Coordinate and integrate resources with state, community, utility to minimize duplication

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. Planners consider the requirements, goals, and objectives to develop several response alternatives. The art and science of planning helps determine how many solutions or alternatives to consider; what works in one territory might not be available and/or relevant in another territory. While there is a desire to have a consistent response across all the IOUs, it is not entirely possible.

Community Resource Centers: BVES continues to work to establish agreements with community partners and facilities throughout the service territory in preparation for PSPS events. More information on CRCs can be found in section 2.1.2.

Power Resiliency: Section 2.1.5 provides detail on BVES's current state

Food Replacement: BVES is exploring options to fulfill this

Transportation: BVES does not currently partner with transportation / paratransit services and plans to seek out existing transportation / paratransit services. BVES has reached out to the local public transportation service (MARTA) and was informed that they may be able to assist with non-medical transportation on an as available basis

Lodging: BVES has contracted lodging services for customers during significant outage events on an as needed basis and looks to continue partnership with local organizations to remain aware of community needs

IOU Customer Communications: BVES conducts annual preparedness outreach and has an established communications plan for PSPS preparedness communication

In Language / Accessible Materials: BVES provides all PSPS toolkit information in

English and Spanish. BVES looks to continually improve accessibility of materials throughout 2025

CBO Partners: BVES communicates with Community Based Organizations throughout the service territory and is currently focused on expanding CBO networks throughout 2025

Training: BVES regularly conducts training, tabletop, full-scale and PSPS exercises for all BVES employees to prepare for potential PSPS events

Community Engagement: BVES hosts community meetings throughout the service territory to educate on the PSPS determination and notification process and detailing ways for customers to prepare. When applicable, BVES will co-host meetings with Public Safety Partners and AFN advocacy groups. BVES also discusses PSPS preparation with CBOs during physical and/or virtual meetings throughout the year. BVES provides PSPS materials to CBOs, city, county and school contacts proactively.

PSPS Notifications

- **Account holders:** BVES provides PSPS notification to account holders. See section 2.2 for more information.
- **Non-account holders:** BVES plans to provide PSPS notification to non-account holders, such as Public Safety Partners, Critical Infrastructure contacts and CBOs. See section 2.2 for more information.
- **Community Based Organizations:** BVES provides PSPS notification through a variety of communication channels. See section 2.2 for more information.
- **Notification Confirmation:** BVES confirms PSPS notification receipt of all potentially impacted MBL customers. BVES treats all MBL customers as critical customers. See section 2.2 for more information.

1.4 Planning Assumptions

- For most PSPS events, there is likely to be advanced notice
- The scope of PSPS events can expand or contract rapidly in a short period
- Effective support of individuals with AFN requires a whole community (i.e., utilities, CBOs, non-profits organizations, government agencies) approach
- PSPS events may occur concurrent with unrelated emergencies

1.5 Plan Preparation and Review

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

Prior to finalizing the 2025 AFN Plans, the Joint IOUs provided members of the AFN

Collaborative Council and AFN Core Planning Team a draft plan for their review. As a result, each of the IOUs will file their respective 2025 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS.

1.6 Prior to finalizing the 2025 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their review. As a result, each of the IOUs will file their respective 2025 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS. Plan Implementation

According to 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.

Upon filing the AFN plan, the IOUs will implement new goals and objectives while maintaining existing ones as specified in the Plan. Additionally, the IOUs will provide quarterly updates on progress made and report on performance through identified success measures and metrics.

1.7 Research and Surveys

In 2025, the 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 listening sessions and 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 IOUs are committed to continuously reviewing the needs of individuals with AFN before, during, and after PSPS. This thorough review allows the 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.

2. CONCEPT OF OPERATIONS

2.1 Preparedness/Readiness (Before Power Shutoff)

2.1.1 AFN Identification Outreach

BVES plans to execute AFN identification outreach through a variety of channels. Additional methods of AFN identification include CBO and community outreach targeted efforts to encourage AFN self-identification and increase awareness of resource availability.

2.1.2 AFN Support Resources

- 211 Care Coordination & Referral Service

BVES plans to continue to engage contacts throughout the State of California to increase collaboration. 2-1-1 offers support to residents of San Bernardino County.

BVES successfully implemented a webpage dedicated to 211 customer resource information during 2022. BVES does not currently participate in 211 Care Coordination contracts, however, 211 partnership is an area of focus and further exploration.

- Resource Planning and Partnerships

BVES anticipates further exploration of CBO and agency partnerships on an ongoing basis in terms of AFN specific support and resource planning.

2.1.3 Back-Up Power

BVES has program material from SCE's Critical Care Back up battery (CCBB) program and is in the process of incorporating this information into our operating practices. We have staff available to deploy batteries on a small scale and educate each customer on the basic functionality of each battery unit. BVES also has an 8.4MW natural gas generation station in its service territory, available to produce energy during emergency events.

2.1.4 Customer Assistance Programs

- Medical Baseline Allowance Program (MBL)
- Energy Saving Assistance (ESA) Program
- California Alternate Rates for Energy (CARE)

2.1.5 Emergency Operations Centers

BVES will activate their Emergency Operations Center (EOC) if forecasted sustained wind or 3-second wind gusts expected to exceed 55 mph or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase. Under normal conditions the Field Operations Supervisor controls the system line-up and during EOC activation the system line-up is controlled by the Storm Operations Supervisor (SOS).

2.1.6 PSPS Preparedness Outreach and Community Engagement

- Advisory Councils
- CBO Outreach

BVES seeks out opportunities to provide PSPS preparedness information through established Community Based Organizations regularly throughout the year. BVES leadership has fostered a working relationship with the City of Big Bear Lake, where the city manager has a direct line of communication with the President of BVES.

BVES executes customer outreach to share information about customer programs (CARE, ESA, MBL) and PSPS awareness through a variety of methods including community events, website

resources, social media, bill inserts, targeted outreach to multi-family dwellings and mobile home parks, radio ads (multicultural media), digital ads, print ads and through call center staff. AFN identification and available resource communication will be a focus.

As a result of recent MDC Research customer and CBO survey results, areas of focus include increased messaging around preparation of emergency kits and readiness. Suggestions provided by customer and CBO feedback highlight the effectiveness of increased use of email, local media and driving website traffic to existing PSPS information.

Development of additional materials related to AFN self-identification and available resources is an area of focus.

Customer recall increased significantly between the recent two waves of MDC surveys in terms of emergency services communications. BVES plans to consider ways to further partner with local organizations and emergency services to more effectively reach customers.

Utilizing CBO networks and targeted customer program outreach including multi-family housing, community events and direct mailings are an identified area of opportunity to expand customer communications in terms of AFN identification and increase customer awareness of available resources.

- *Tribal Engagement:* BVES does not have a tribal community in its service territory
- Marketing and Communications

BVES has developed the following communications outreach plan to notify AFN customers of pertinent PSPS status updates, including ongoing proactive education.

BVES will continue to engage AFN customers throughout the year, and especially during wildfire season, to educate on the PSPS determination and notification process and how customers can prepare for prolonged de-energization through the following channels:

- **Community Meetings:** BVES will host community meetings throughout the service territory to educate on the PSPS determination and notification process and detailing ways for customers to prepare. When applicable, BVES will co-host meetings with Public Safety Partners and AFN advocacy groups.
- **Website:** BVES will publish and maintain PSPS web copy outlining BVE's determination and notification process and detailing ways for customers to prepare, including information specific to AFN populations.
- **Social Media:** BVES will post content to Facebook notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.
- **Customer Email:** BVES will distribute an email notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.
- **Bill Insert/Mail:** BVES will distribute a bill insert/mailed notifying customers of BVE's

PSPS determination and notification process and outlining safety information specific to AFN populations.

BVES plans to assess and enhance communication accessibility. Notable areas of focus are additional Spanish language support and AFN available resource and self-identification information accessibility on BVES webpages.

- Translations

BVES call centers provide customer access to bilingual (Spanish and English) Customer Service Representatives. Additional translations are considered for functional text (such as Braille) and more simplified approaches to issuing notifications and updates.

2.1.7 Community Resource Centers (CRCs)

BVES has established an internal working group comprised of representatives from a variety of departments including Emergency Management and Wildfire Mitigation to focus on Community Resource Center planning. The group meets to develop plans, determine priorities, and execute required action for CRC preparedness. This internal group continues to develop a thorough approach to CRC execution and collaborates externally with community stakeholders.

BVES plans to provide snacks, water, device charging ability, Wi-Fi, ADA accessible restrooms, resource information, BVES Customer Service staff (including bilingual representation when possible), portable cell phone chargers, and blankets at CRC location. CRC location present a unique opportunity for program enrollment, PSPS preparedness information sharing and AFN identification, and BVES plans to provide information on CARE, ESA and MBL programs at its CRC. PSPS Toolkit information will be shared in English and Spanish at CRC location.

2.2 PSPS Activation (Emergency Operation Center activated)

2.2.1 MBL Customer Communication

To identify MBL customers for an event, BVES identifies MBL customers with accounts in the potentially impacted PSPS zone. The MBL notification sequence is as follows:

1. OMS notification
2. Two-way Text Communication
3. If no positive contact, phone call to customer from customer service representative.
4. If no positive contact, physical site visit to the residence.
5. If no positive contact, door hanger notification left at the residence.

To contact MBL customers behind master metered accounts, BVES consults a list of master meter locations to determine if these meters are in the Public Safety Power Shut-off (“PSPS”) de-energization zone. Each master meter has a database that provides behind-the-meter information. From this database, BVES can determine if there are MBL customers, who they are, and what units they occupy. The communication steps utilized for MBL customer contact also apply to master meter MBL customer contact.

- PSPS Notifications

BVES will notify AFN customers before, during and after a PSPS through the following channels with at least two different and preferred methods of notification (posted and updated as needed):

OMS Alerts: BVES OMS system is alerted of an outage, identifies the outage area, identifies the customers affected, and will distribute an alert through the OMS system notifying customers of the status of the PSPS.

Two-way Text Communications: BVES has the capability of notifying customers who opted in for two-way text communications of an outage, the status of an outage, and restoration of an outage.

CBO Engagement: BVES will notify CBOs that serve AFN populations of the status of the PSPS and request that they distribute the alert to their contact list. CBOs may include:

- Unhoused shelters
- Food banks
- Special needs programs

Critical Facilities & Infrastructure: BVES will notify critical facilities and infrastructure of the status of the PSPS and request that they distribute the alert to their own contact lists.

Critical facilities and infrastructure include:

- Police stations
- Fire stations
- Big Bear Community Hospital

Website: BVES will publish an alert to the website notifying customers of the status of the PSPS and outlining safety information specific to AFN populations.

Social Media: BVES will post content to Facebook notifying customers of the status of the PSPS and outlining safety information specific to AFN populations.

Customer Email: BVES will distribute an email to all customers affected by a PSPS, including those in the AFN community notifying them of the status of the PSPS and outlining safety information specific to their needs. An enhancement will include Spanish language messaging within PSPS customer emails.

News Release: BVES will distribute a news release to local media outlets alerting customers of the status of the PSPS and outlining safety information specific to AFN populations. In 2021, BVES added multicultural media outlets to lists of media contacts utilized for PSPS notification.

Customer Service Representatives (CSR): BVES will provide CSRs with information specific to safety guidelines and resources for AFN customers during a PSPS.

All content intended for customers will be translated and disseminated in English and Spanish, when possible. Please note, social media parameters may prohibit the sharing of information in multiple languages. All digital content intended for customers will additionally be compliant with ADA regulations.

BVES's Prioritization of AFN Customers in Power Restoration

BVES prioritizes AFN customers during PSPS events and unplanned outages by leveraging medical baseline data, real-time outage management, and coordination with public safety partners. Using its Outage Management System (OMS) and updated Geographic Information System (GIS) mapping tools, BVES identifies AFN customers who rely on electricity for life-sustaining medical equipment and flags them for priority restoration efforts to ensure they are among the first to be restored when conditions allow.

BVES also coordinates with public safety agencies, emergency responders, CBOs, mutual aid partners, and the public to facilitate timely notification issuances. These efforts help communicate the process for sectionalizing circuits during a PSPS event and provide transparency on restoration timelines. Additionally, BVES ensures that AFN customers receive appropriate support, including power restoration timeline notices, access to CRC resources, medical assistance, and real-time updates. Following each event, post-outage assessments are conducted to refine prioritization strategies, incorporating feedback from AFN customers and key stakeholder organizations to further enhance BVES's approach to restoration, communication, and emergency preparedness.

2.3 Recovery (After - Power has been restored)

2.3.1 AFN Customer Support

- After Action Reviews and Reports
- BVES intends to continue partnerships with local organizations to remain aware of customer needs before, during and after PSPS events.
- Lessons Learned and Feedback
- Customer Surveys
- BVES has created a confidentiality agreement in order to share its AFN population with the City of Big Bear Lake and the Local Fire Department. This is ongoing.
- BVES continues to increase advertising regarding PSPS, AFN education. In the next quarter and / or subsequent quarter(s) within 2025, BVES will conduct a campaign to engage more vulnerable populations as it continues to refine its outreach, communication, and notification plans.
- During a PSPS event, BVES will effectively communicate with its customers and work with local government officials to minimize any impacts on its AFN population. No notable changes occurred during this reporting period.
- BVES will continue to establish partnerships with CBOs and continue to integrate these groups into PSPS operations. No changes occurred over this quarter to report.
- Has established a Public Safety Power Shutoff (PSPS) portal for its critical facilities to

view BVES's AFN customer list. BVES ensures updates are routinely made and will provide information as outreach campaigns occur and annual reports are filed.

- BVES's AFN application will continue to be available on its website in both English and Spanish. No other third prevalent language is identified within BVES' territory.
- BVES AFN self-identification letter was mailed to BVES customers within the quarter to capture any new or changed statuses.
- Purchase portable batteries in case of a PSPS event to assist Medical Baseline and AFN populations. Amenities at CRCs will be updated with these resources.

An area of opportunity for BVES is expansion of customer, CBO and public safety partner surveys before and after PSPS events.

3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

3.1 Customer Privacy SMJU

BVES has entered into new confidentiality agreements with both the City of Big Bear Lake and the Big Bear Fire Department to begin the process of data sharing amongst agencies. BVES has also developed new contacts and working relationships with the local Red Cross representatives in its district, as well as other community organizations such as the Mountain Mutual Aid Association and Fire Safe Big Bear. Other efforts to contact visually and hearing-impaired citizens is underway by reaching out to the California Council of the Blind, the Center for Access Technology, Disability Disaster Access Program & Resources, and NorCal Services for the Deaf and Hard of Hearing to better identify customers of need.

4. AUTHORITIES AND REFERENCES

4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166

The Emergency Response Plan (ERP) is provided to all "BVES employees to ensure an efficient, effective and uniform response during an emergency situation. BVES recognizes the importance of an integrated ERP to safely provide for the energy needs of our customers and the requirements of our stakeholders in the event of an emergency.

The ERP further establishes the structure, processes and protocols for the Company's emergency response and identifies departments and individuals that are directly responsible for that response and critical support services. In addition, it provides a management structure for coordination and deployment of the essential resources necessary for the response.