

**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
(Filed December 13, 2018)

**BEAR VALLEY ELECTRIC SERVICE, INC.'S (913-E) PUBLIC
SAFETY POWER SHUTOFF 2022 POST-SEASON REPORT**

Dated: March 1, 2023

Nguyen Quan
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SAFETY POWER SHUTOFF 2022 POST-SEASON REPORT**

Bear Valley Electric Service, Inc. (“BVES”) hereby submits its Public Safety Power Shutoff (“PSPS”) 2022 Post-Season Report pursuant to Commission Decision No. 21-06-034 in Phase Three of R.18-12-005.

Respectfully submitted,

/s/ Nguyen Quan

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Attachment A

Public Safety Power Shutoff 2022 Post-Season Report

Section I. Background: Overarching Regulation

1. Each electric investor-owned utility must file a comprehensive 2022 Post-Season Report, no later than March 1 of each year, in R.18-12-005 or its successor proceeding. The report must follow a template provided by SED no later than 60 days after SED posts a [prior year] Post-Season Report template on the Commission's website. Parties may file comments on these reports within 20 days after they are filed, and reply comments within 10 days after the final date to file comments.

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

2. The 2022 Post-Season Report must include, but will not be limited to:
 - f. Annual report, as applicable, required by Ordering Paragraph 66 of D.21-06-014.

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

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

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

Section II: Amendments to Post-Event Reports

A. Regulatory Requirements

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

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

N/A to BVES

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

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

N/A to BVES

B. Direction

1. *Provide any information missing [including, but not limited to the specific topics listed below] from any Post-Event Report for Public Safety Power Shutoffs (PSPS) in 2022 by:*
 - a. *Identify the date name of the PSPS.*
 - b. *Identify the Section of the Post-Event Report template for which the missing information will be added.*
 - c. *Provide the missing information under that heading.*

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

N/A to BVES

2. *Community Resource Centers:*

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

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

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

N/A to BVES

3. *Notification:*

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

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

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

N/A to BVES

4. *Restoration:*

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

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

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

N/A to BVES

Section III: Decision-Specified

A. Education and Outreach

2. Include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the Post-Season Report. See D.21-06-034, Sections E-1.1. – E.1.4. for specific requirements on the surveys.

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

Response: Refer to Attachment 1

B. Medical Baseline and Access and Functional Needs

1. Describe in detail all programs and/or types of assistance, including:

- a. Free and/or subsidized backup batteries

Response: BVES offers a small scale back up battery assistance program with six batteries and will distribute them on an as needed/requested basis.

- b. Self-Generation Incentive Program Equity Resiliency Budget

Response: BVES does not have a self-generation incentive program.

- c. Community Microgrid Incentive Program [sic] ["Microgrid Incentive Program" per D.21-01-018]

Response: BVES does not have a Microgrid incentive program.

- d. Hotel vouchers

Response: BVES collaborates with the local Holiday Inn which has our company information on file to cover hotel expenses for certain customers that are displaced should BVES ever initiate a PSPS event.

- e. Transportation to CRCs

Response: BVES collaborates with a local transportation company (MARTA) to shuttle displaced customers during a PSPS, as available.

- f. Any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations.

Response: BVES has a list of our access and functional needs customers listed on our PSPS portal in the event first responders need to reach out to our AFN customer base.

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

Response: BVES does not have any additional funding or assistance.

- h. Funding source(s) shall specify applicable utility balancing accounts or other accounting mechanisms, and non-utility funding sources, if applicable. N/A*
- i. Identify any communities or areas not served by utility partnerships with CBOs that provide assistance to persons with access and functional needs or vulnerable populations in preparation for or during a public safety partners event;*

Response: BVES does not have any communities or areas that are not served by our utilities partnership with CBO’s.

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

Section IV: Safety and Enforcement Division-Specified

Brief response no longer than two pages.

1. Discuss how your meteorology and fire science predictive models performed over the year. What changes will you make to improve performance?

Response: BVES continues to work with Technosylva to develop wildfire information unique to BVES’ service territory. Additional modeling and features are planned for 2023.

2. Explain your communication to customers about the cost/benefit analysis you perform to determine whether to utilize protective equipment and device settings or PSPS during a weather event.

Response: BVES details and posts its wildfire mitigation efforts on its website. Customers can also find information posted by the CPUC on this subject.

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

Response: BVES has ample participation in both its table-top and functional exercises. Communication efforts to solicit participation includes advertising through our social media outlets, radio station, website, and email campaigns. Below is a table of our 2022 PSPS meetings.

PSPS Meeting Date	Meeting	Number Invited	Number Attended
April 14, 2022	BVES 2022 Annual PSPS Exercise	56	58

June 20, 2022	BVES Internal PSPS Functional Exercise - prep for June 21, 2022	9	9
June 21, 2022	BVES Annual PSPS Functional Exercise	142	42
June 30, 2022	BVES Annual WMP and PSPS Community Outreach	All BVES Customers	8
August 18, 2022	PSPS Advisory Meetings and Planning	76	20

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

Response: Although BVES has never had a PSPS event, the company continues to plan for one. Due to the company's unique service territory, BVES does activate its EOC on occasion and executes similar requirements during storm events (not related to PSPS). This was most recently conducted in the storms affecting Southern California. BVES plans to expand upon its scenario based PSPS event to which it will conduct its annual exercises. We have also tested data exchanges with CalOES to assure GIS files are current and up to date.

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

Response: BVES had several community leaders attend last year's meetings and exercises including local safety partners, schools, media, critical facilities and CBOs. Although most were in listen only mode, the feedback from the community was very positive and the community is confident BVES is ready to respond to various types of emergencies.

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

Response: The main complaint we receive during our PSPS meetings and exercises is that the content is educational and not necessarily applicable because BVES has never had a PSPS event. In our observation high winds in our service territory coincide with weather events (snow and/or rain) and therefore there is low fire danger at that time which does not necessitate PSPS.

7. What changes will you make to improve notifications of PSPS to customers and public safety partners?

Response: BVES will continue to assess our PSPS portal and we are expanding the responsibility of our after hour's service provider for additional support during emergencies.

Attachment 1

BVES's Wildfire Messaging Awareness



Wildfire Messaging Awareness

Prepared by

MDC Research

Jakob Lahmers - Jakob.Lahmers@mdcresearch.com





Objectives & Methodology

The **overall objective** of this research was to measure the public's awareness of messaging related to wildfire preparedness and safety. Specific research objectives include:

- Measure awareness of Bear Valley Electric Service (BVES) messages related to wildfire preparedness
- Identify recall of specific message topics
- Identify recall of message channels
- Measure recall and understanding of Public Safety Power Shutoff or PSPS
- Evaluate sources customers are most likely to turn to for information about PSPS
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of BVES's efforts to reduce the risk of wildfires
- Evaluate PSPS notifications perception

Target Audience

- BVES residential and business customers in California
- BVES critical customers

Methodology

- Customers were surveyed at random from BVES customer records, targeted for either phone or web administration
- Surveys available to customers in English and Spanish
- A total of 423 surveys, including 30 from critical customers, were completed between December 28, 2022, and January 15, 2023
 - Phone: 80 completed surveys
 - Web: 343 completed surveys



Key Findings

Communications

- **46% are aware of wildfire safety communications**, in line with June 2022 results
- **BVES** remains the primary source for wildfire preparedness information, and **vegetation management, personal preparedness**, and the **BVES Wildfire Mitigation Plan** are the most common messages recalled.
- **Direct Mail is the** most cited channel for wildfire preparedness communication, followed closely by email, the BVES Website, and bill inserts.
- **41%** recall seeing, hearing or reading the phrase “**Public Safety Power Shutoff or PSPS,**” similar to the last wave.
 - **TV News (35%)** remains the most common source of PSPS communication, followed by **radio, which increased which increased significantly** since June 2022 (26% vs 15%).
 - **PSPS recall is significantly higher among recallers** (54% vs 30%).
- **41%** say they would first turn to the **BVES website** for information about a PSPS event. And **70%** understand the following statement about PSPS: “**for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.**”
- Notifications via text and email are considered most effective forms of communication from BVES. Larger font is the most helpful element of communications that could be incorporated.

Actions Taken

- **Similar to June 2022, 81% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire. **Trimming vegetation around properties** remains the most common action taken.
- **48% are aware of BVES's efforts to prune vegetation** around power lines in higher-risk areas. **Non-Recallers** are significantly more likely than Recallers to indicate that they are not aware of any efforts (40% vs 17%).
- **43%** are aware they can **update their contact information with BVES**, and 61% of those have done so, in line with June 2022 findings.
- Similar to June 2022, 16% say they know **whether their address is in PSPS area**, and **11% are aware of a PSPS map on BVES's website.**

AFN and Critical Customers

- **83% of customers can be considered AFN.**
- Of the resources available to the public, customers are most likely to be aware of **LIHEAP, special payment arrangements, and electrical and wildfire safety information**; 41% have not investigated any of the resources.
- Only 2% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, one quarter are aware of additional notices from BVES.
- 98% of respondents indicated it would not be helpful to receive communications in a language other than English.



Recommendations

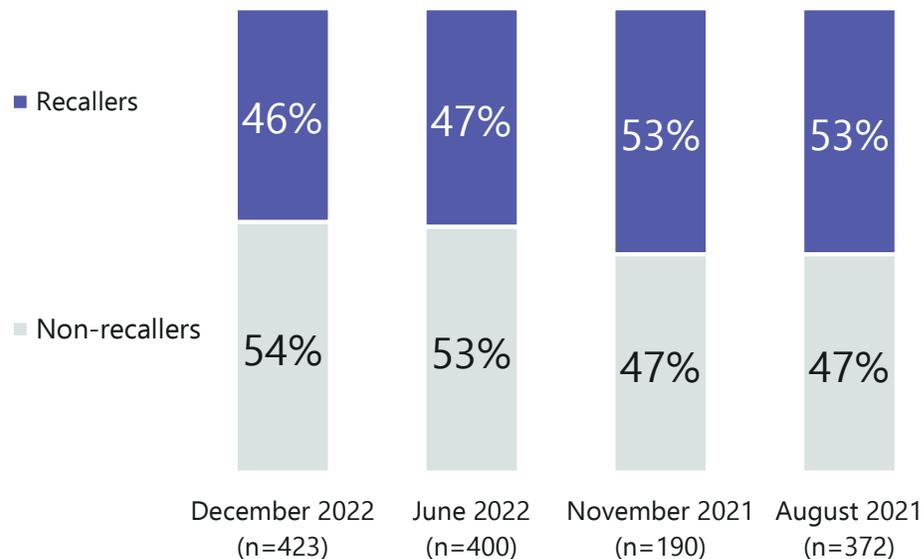
- Continue to promote awareness of wildfire safety and PSPS; while eight in ten have taken actions to prepare for wildfire season, less than half are aware of any communications or PSPS.
- Continue to promote BVES's efforts to reduce the risk of wildfire, focusing on utility corridor access and clearance, inspections by air and ground, investing in covered conductors, wood pole alternatives, additional control devices, and weather monitoring points. These elements continue to have substantial lower awareness than pruning vegetation.
- Consider increasing messaging around personal emergency preparations, as awareness of preparing an emergency kit and readiness plan lags well behind property preparations such as vegetation management and defensible space. The percentage of customers who prepared an emergency readiness plan decreased significantly since June 2022.
- Continue utilizing direct mail, email, the BVES website, and bill inserts as the channels for communications about wildfire preparedness and safety. Information channels such as direct communications from BVES or social media should link to more comprehensive information on the BVES website.
- Continue leveraging TV news, radio, the BVES website, bill inserts, and email to educate consumers about PSPS, and focus campaigns around late spring/early summer when preparation for fire season is top of mind in the community. Consider partnership with other agencies to speak at events or hand out materials related to fire safety and PSPS.
 - Evaluate the strategy used to reach those with medical conditions requiring electricity, since most of them are not aware of BVES additional notices prior to a PSPS event.
 - Also consider additional effort to educate customers about self-reporting their AFN status and any additional resources available to them.
- Most customers would like to be notified if there is any possibility of a PSPS event. Receiving notifications through multiple communication channels, e.g., text alerts, emails, mail, would be appreciated.



Wildfire Safety Communications Awareness

- Just under half (46%) of customers indicated they have seen or heard communications about wildfire safety in the past year, consistent with June 2022

Communication Awareness



	Recallers (n=195)	Non-Recallers (n=228)
Gender	Male – 53% Female – 43%	Male – 47% Female – 44%
Age	18-54 – 22% 55-64 – 24% 65+ – 53%	18-54 – 26% 55-64 – 25% 65+ – 43%
Median Income	\$110K	\$96K
Home Ownership	Rent – 92% Own – 5%	Rent – 83% Own – 9%
Primary Language is not English	15%	15%
Responded they Rely on Electricity for Medical Needs	15%	19%

Q2 Total) Have you seen or heard any communications about wildfire safety in the past year? (n=423;

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers



Communication Recall

(among those aware of communications)

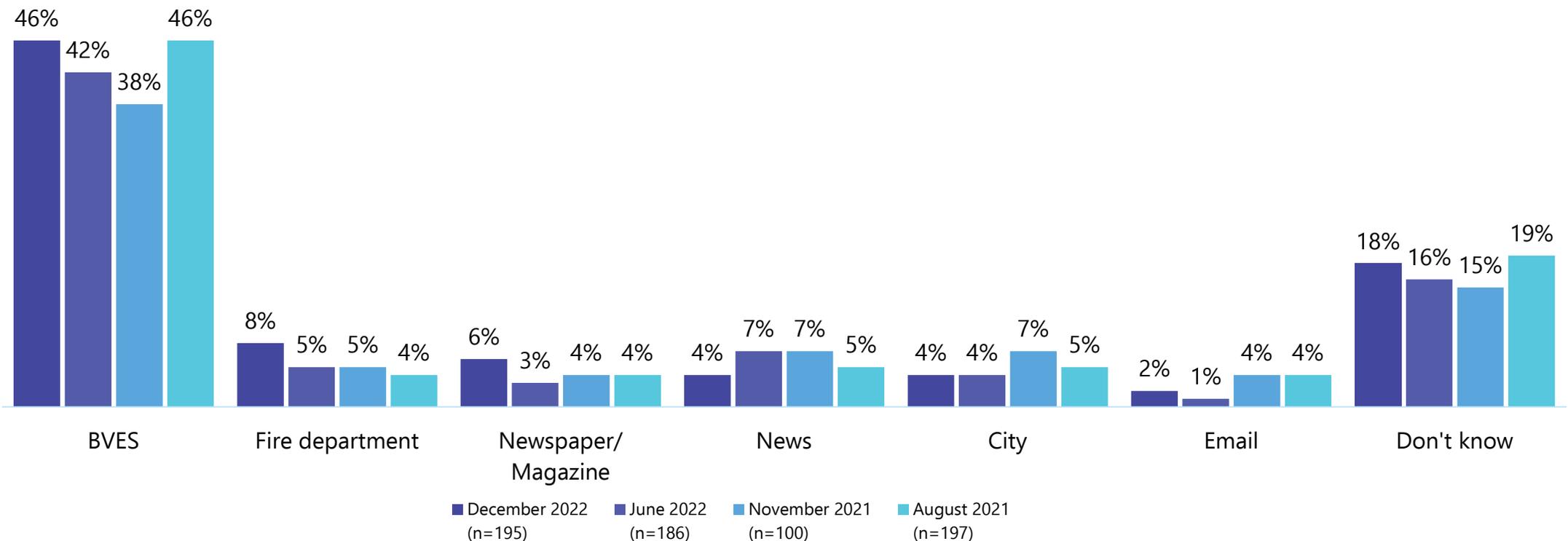


Sources of Wildfire Preparedness Communications

Of those aware of communications, almost half (46%) cited BVES as the source of wildfire preparedness communication

Wildfire Preparedness Communications Sources

(among those who recall communication)



Q5 Who was the communication about wildfire preparedness from? (n=195; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave





Wildfire Preparedness Communications Messages

- Of those who recall communications, more than half recall messages about vegetation management (57%), followed by personal preparedness (47%), and BVES' Wildfire Mitigation Plan (44%)

Communications Messages Recalled

(among those who recall communication)

		June 2022 (n=186)	Nov 2021 (n=100)	Aug 2021 (n=197)
Vegetation Management	57%	53%	52%	56%
Personal Preparedness	47%	44%	42%	52%
BVES's Wildfire Mitigation Plan	44%	42%	40%	50%
Public Safety Power Shutoff	28%	30%	24%	35%
California Public Utility Commission designation of high wildfire threat areas	25%	22%	21%	25%
Notifications & Updating Customer Information	24%	19%	16%	28%
Local Emergency Services – Resources	23%	16%	5%	14%
Medical Needs	17%	16%	20%	22%
Enhanced Wildfire Safety Settings	17%	Added December 2022		
Local Emergency Services – Support Tools	14%	9%	11%	18%
Community Resource Centers available for information and support	14%	8%	7%	14%
Weather Stations	10%	8%	2%	12%

Q3 What were the messages of the communications you saw or heard about wildfire preparedness? (n=195; Aware of Communication)

↑
↓
 Arrows signify statistical difference at the 95% confidence level compared to the previous wave

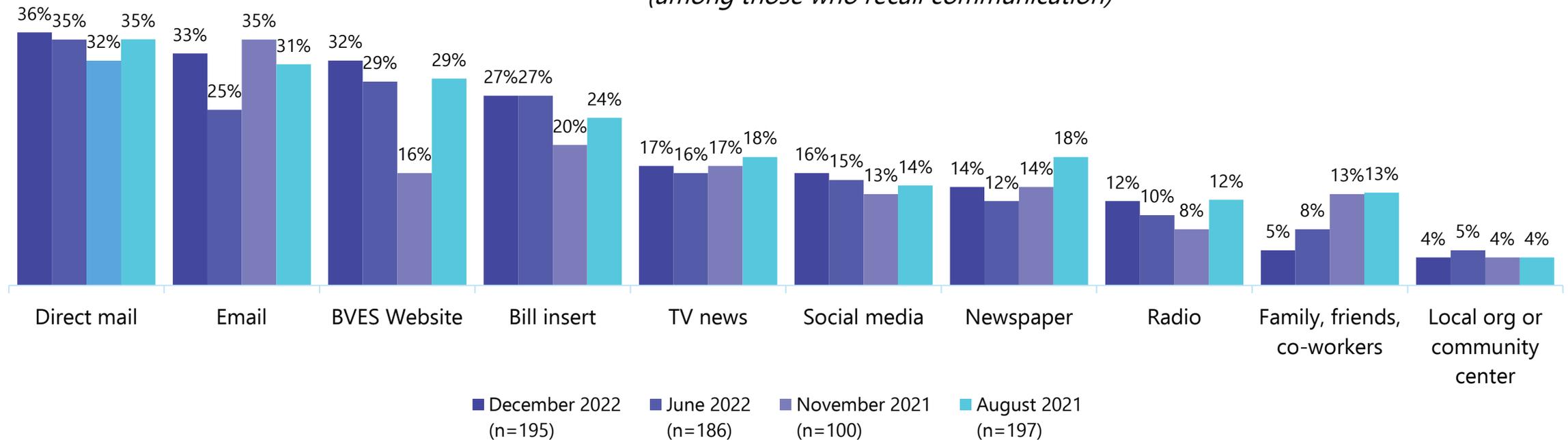


Information Channels for Wildfire Communications

- Direct mail was cited as the most common channel for wildfire preparedness communications, with just over one third mentioning it (36%), followed by email (33%), and the BVES website (32%)

Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



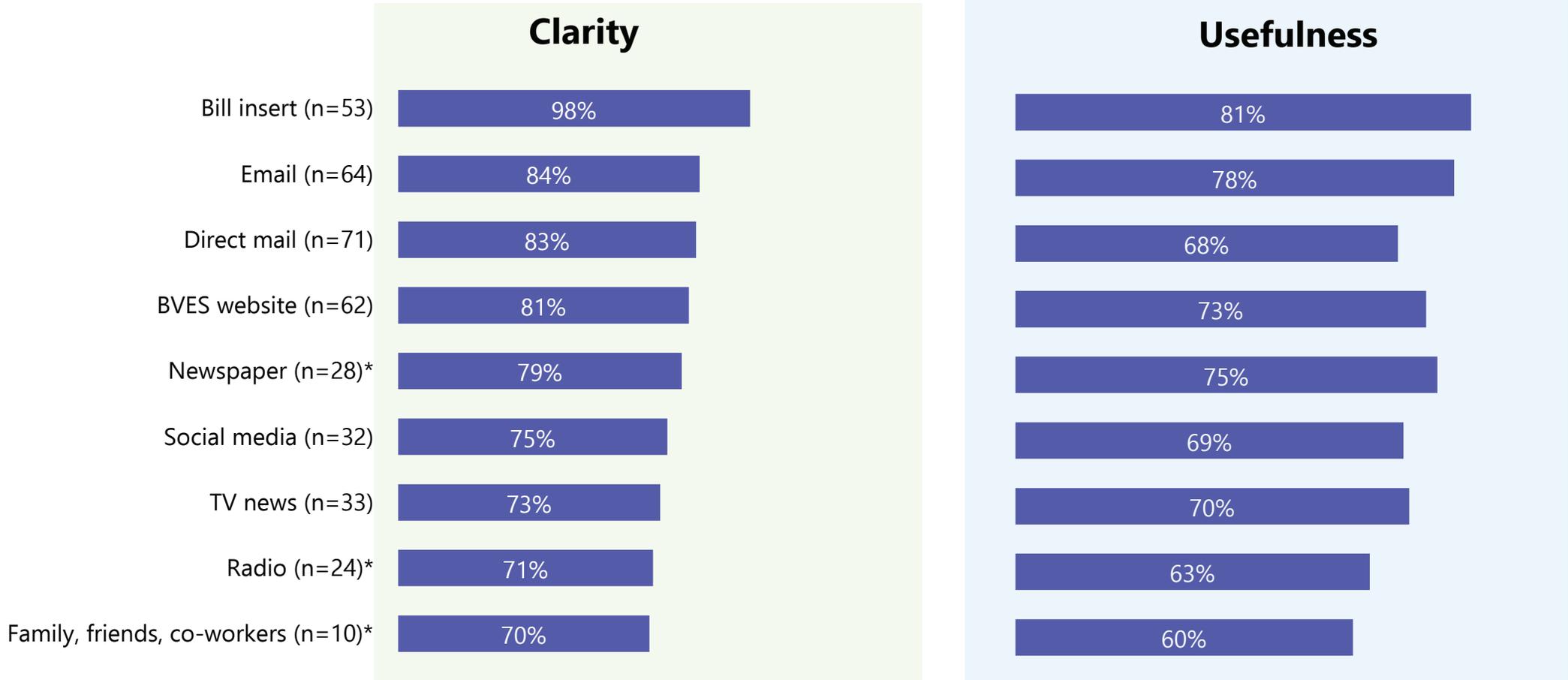
Q4 Where did you see or hear the communications about wildfire preparedness? (n=195; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Information Usefulness and Clarity

- In terms of clarity, bill insert is rated the highest, followed by email and direct mail; bill insert, email, and newspaper are considered highly useful among those recalling the resources



Q4A How useful was the information about wildfire preparedness from each of these sources? (n varies; Aware of Communication)
Q4B. How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n varies; Aware of Communication)

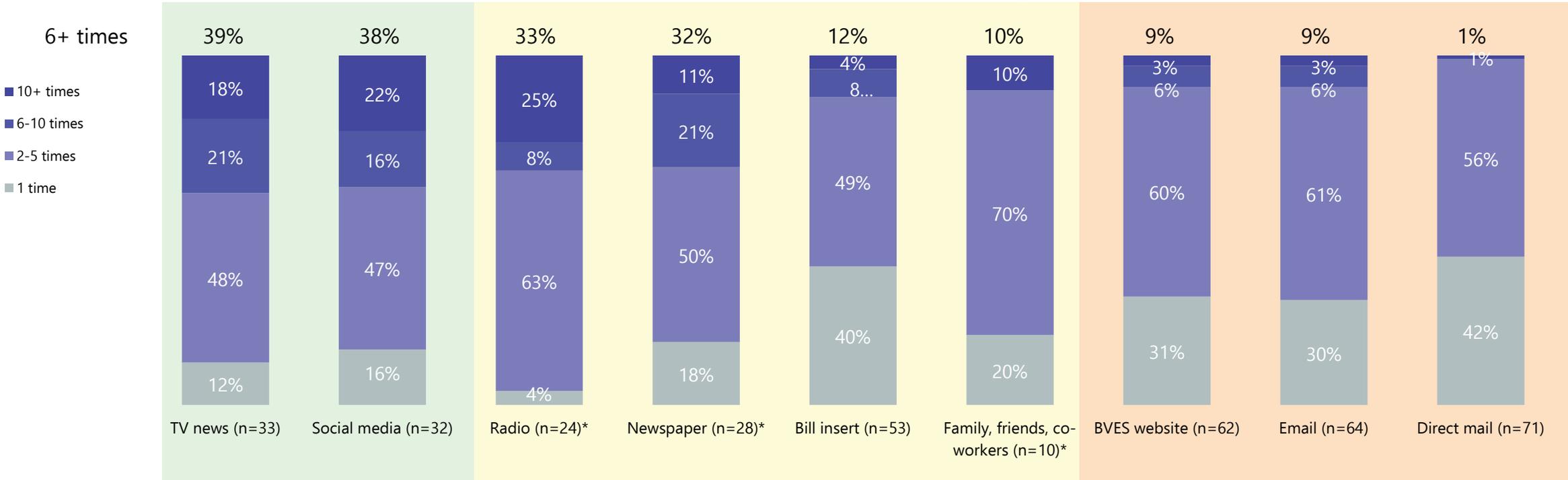
*Small sample size (n < 30)



Communication Frequency

- More than one third report hearing messages about wildfire preparedness on TV news and social media more than six times during the last six months; direct communications from BVES (bill inserts, website, email, direct mail) were seen less frequently

Communication Frequency



Q5A. In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=195; Aware of Communication)

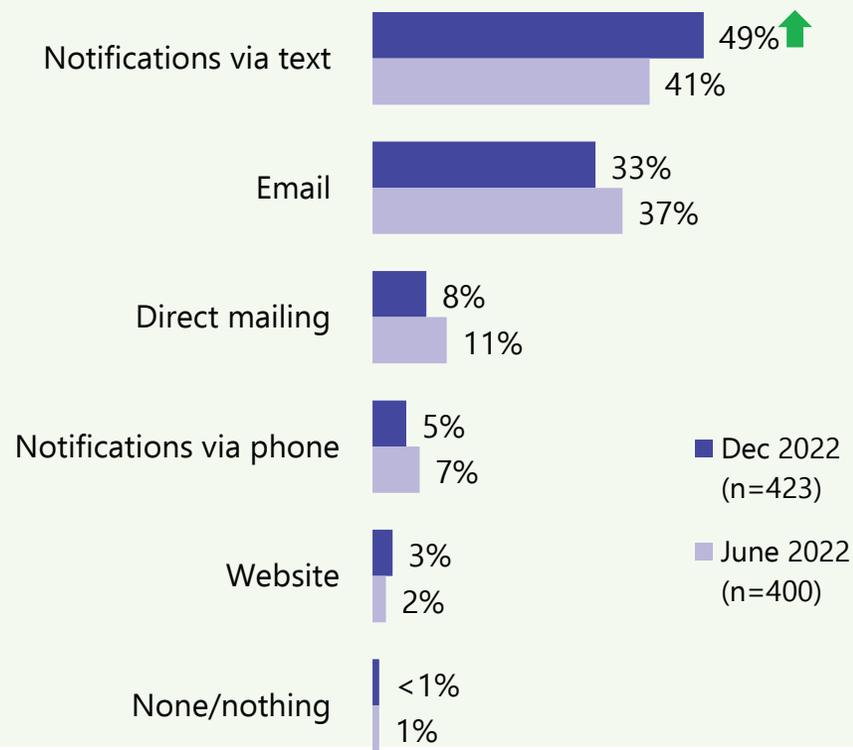
*Small sample size (n<30)



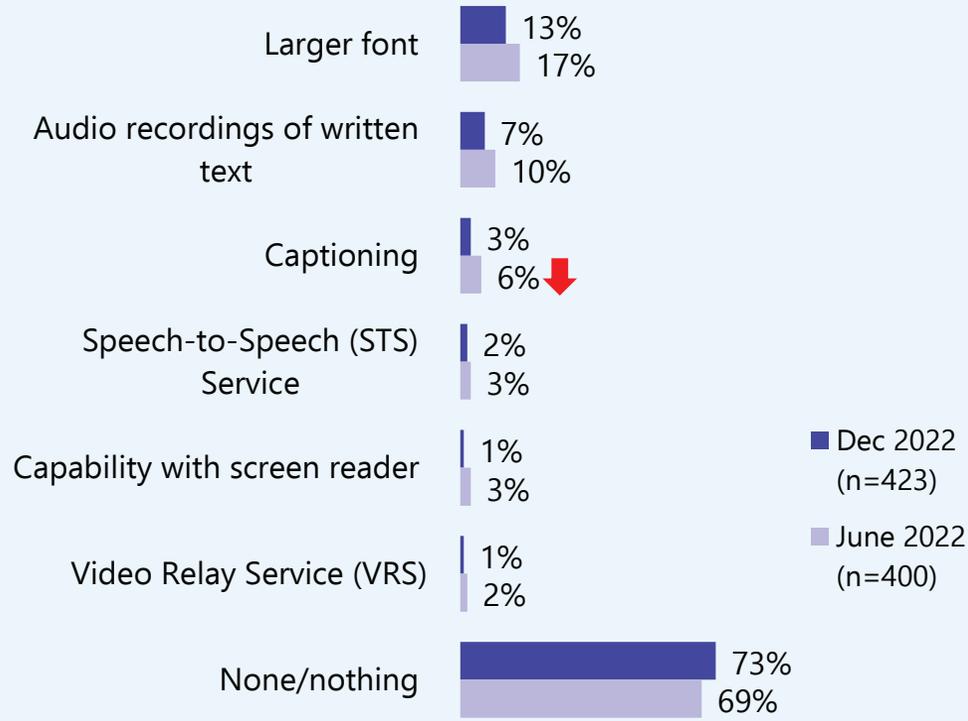
Effective and Helpful Communication

- Notifications via text are considered most effective form of communication from BVES (49%) followed by email (33%); larger font is the most helpful (13%) element that could be incorporated
- Mentions of notifications via text as most effective form of communication increased significantly since June 2022 (49% vs 41%), while mentions of captioning as a helpful element decreased significantly since June 2022(3% vs 6%)

Most Effective Communications



Helpful Elements



QA6. What method of communication from Bear Valley do you find most effective? (n=423)

QA12. Regardless of how communications from Bear Valley are received, which, if any, of the following would be helpful for you? (n=423)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



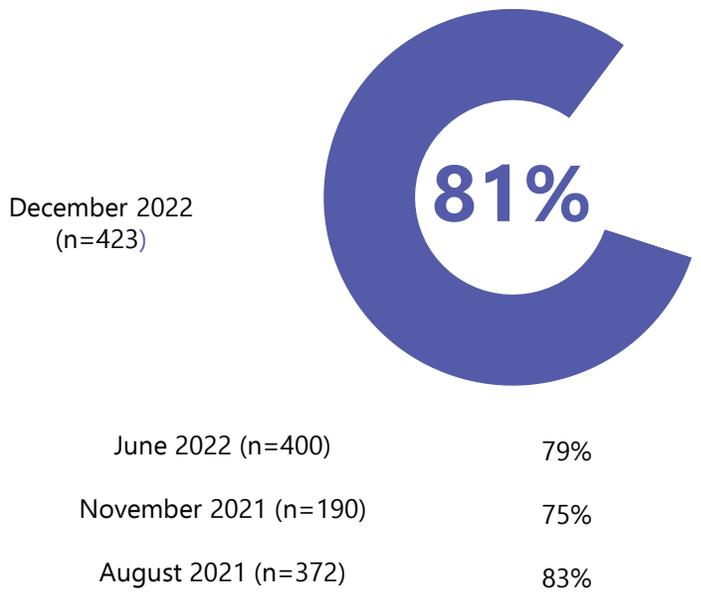
Wildfire Preparedness Actions Taken



Wildfire Preparedness

- Four in five respondents (81%) have taken actions to prevent or prepare their home or business in the event of a wildfire, consistent with previous results (79% in June 2022)
- Trimming vegetation remains the most common action taken, mentioned by 83% of respondents who have taken action; mentions of preparing an emergency readiness plan and contact information decreased significantly from June 2022

Took Actions to Prevent or Prepare for a wildfire



Actions Taken <i>(among those taking action)</i>	December 2022 (n=341)	June 2022 (n=315)	November 2021 (n=143)	August 2021 (n=309)
Trimmed vegetation around home or property	83%	84%	92%	88%
Created defensible space	23%	24%	8%	14%
Clearing roof/gutter	5%	3%	3%	--
Prepared an emergency kit	4%	2%	5%	4%
Watering/installed watering systems	2%	4%	3%	2%
Prepared an emergency readiness plan and contact information	1% ↓	5%	2%	4%

Q6. In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire? (n=423; Total)
 Q6A. What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=341; Took actions)

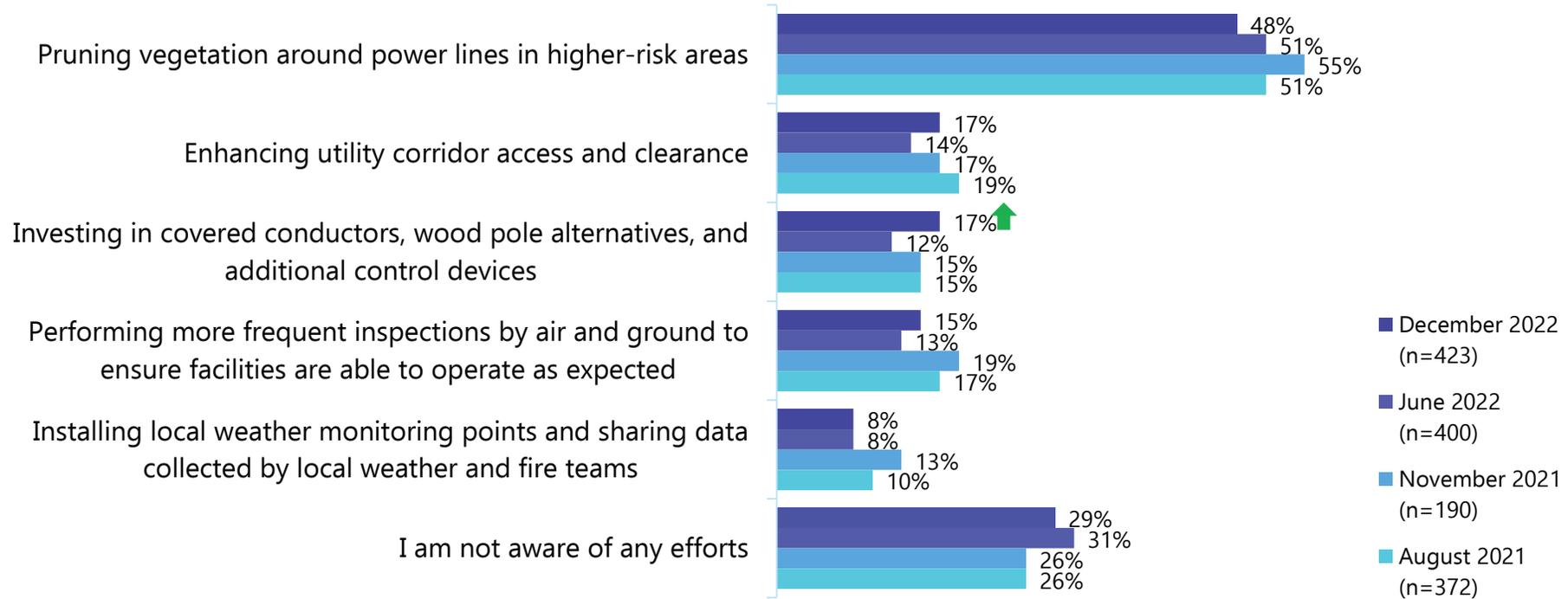
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness of BVES's Efforts

- Consistent with previous results, half are aware of BVES pruning vegetation around power lines in higher-risk areas (48%)
- Since June, awareness has increased significantly for investing in covered conductors, wood pole alternatives, and additional control devices (17% vs 12%)
- **Recallers** are significantly more likely than Non-Recallers to be aware of all of BVES' efforts

Awareness of BVES' Efforts to Reduce Wildfire Risk



Q7. What efforts by BVES are you aware of to reduce the risk of wildfire? (n=423; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave. Bold denotes statistically significant difference between Recallers and Non-Recallers



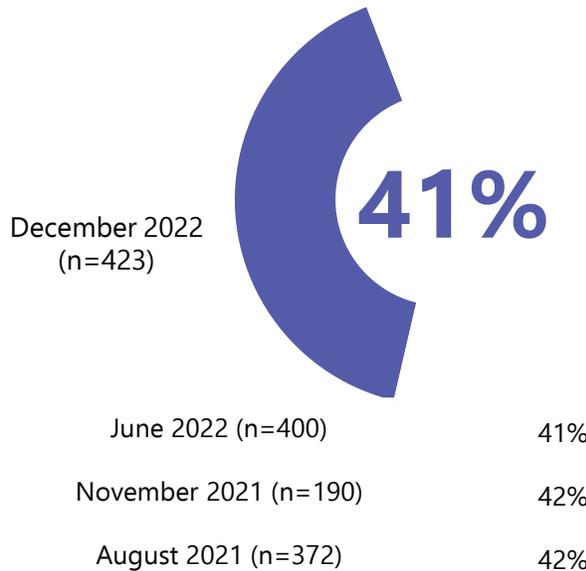
Awareness of Public Safety Power Shutoff



PSPS Awareness

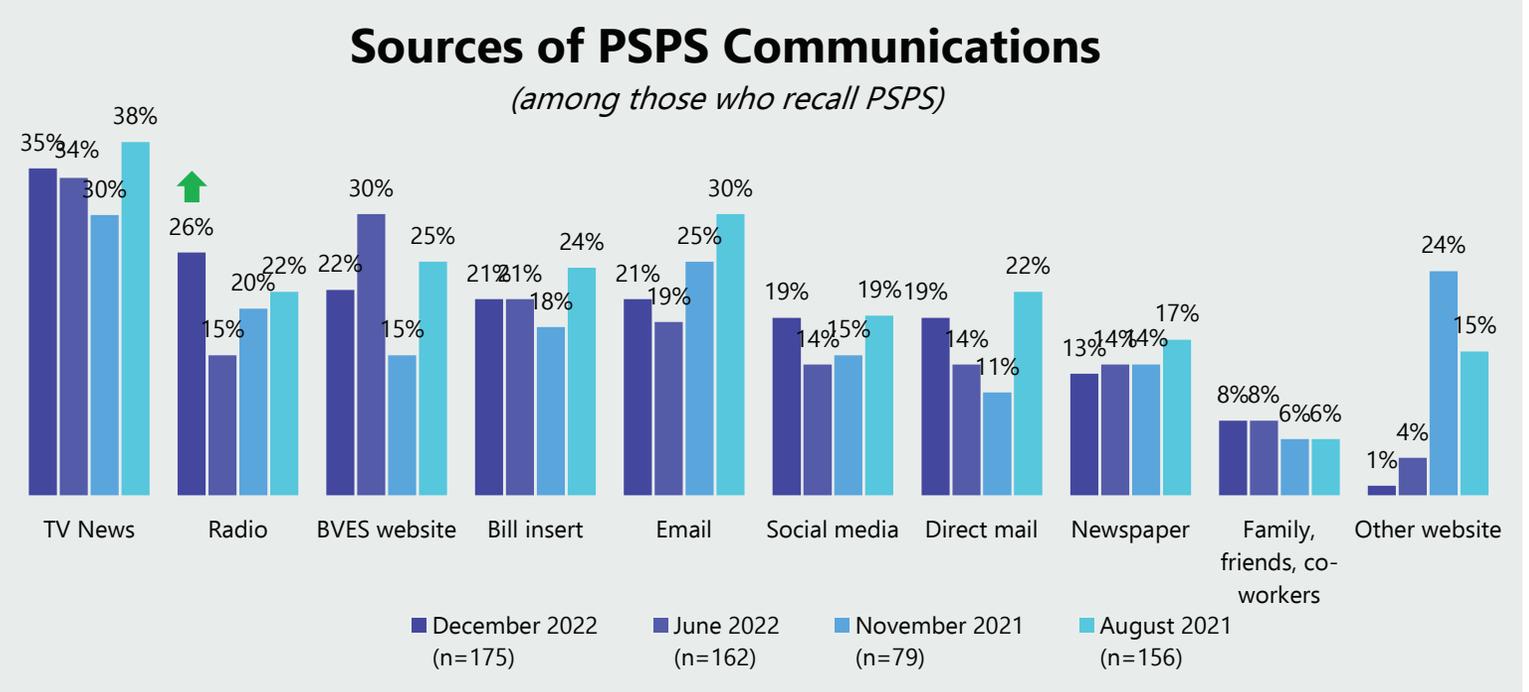
- Two in five (41%) say they recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS"
- **Recallers** are significantly more likely to recall PSPS than Non-Recallers customers (54% vs. 30%)
- TV News (35%) remains the most common source of PSPS communication followed by radio (26%); the percentage mentioning radio increased significantly since June 2022 (26% vs 15%)

PSPS Recall



Sources of PSPS Communications

(among those who recall PSPS)



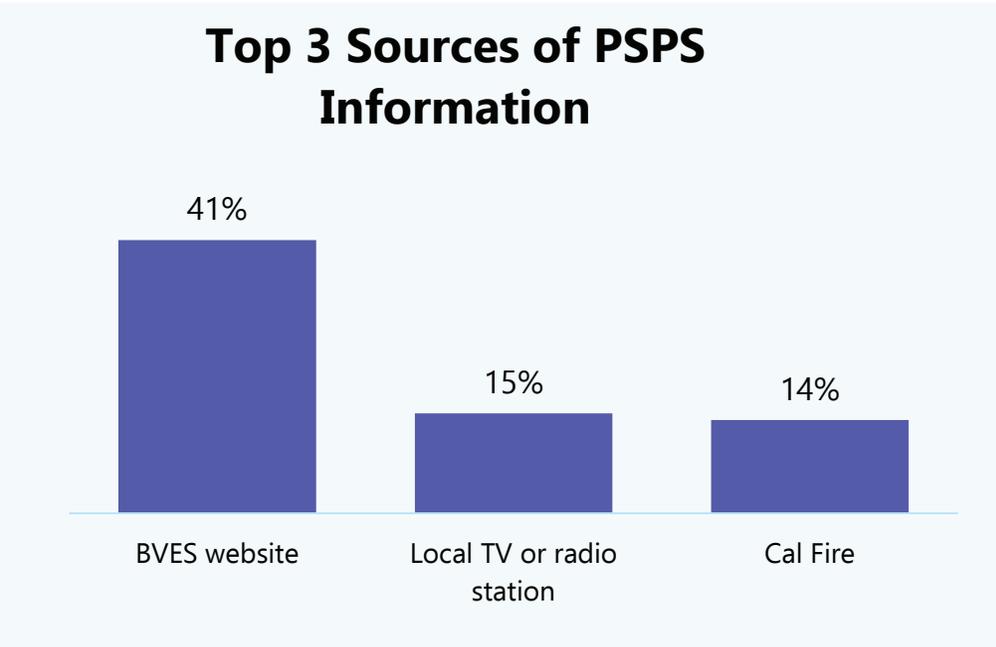
Q8. In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?" (n=423; Total)
 Q8A. Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=175; Recall PSPS Communications)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Awareness & Understanding

- As seen in prior waves, the BVES website remains the most mentioned source for information about PSPS
- Seven in ten understand that a PSPS means “for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather,” in line with June 2022



Q9. Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=175 Recall PSPS)
 Q10. What is your understanding of a Public Safety Power Shutoff? (n=175 Recall PSPS)

PSPS Understanding

	Dec 2022 (n=175)	June 2022 (n=162)	Nov 2021 (n=79)	Aug 2021 (n=156)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	70%	75%	81%	76%
Before considering a Public Safety Power Shutoff the utility assesses several factors: dry trees and other fuel, winds, extremely low humidity, weather conditions, population density, real-time on-the-ground observations and input from local public safety and health agencies.	46%	56%	59%	56%
A Public Safety Power Shutoff is a last resort by the utility in an effort to prevent a fast-moving, hard to fight wildfire to help ensure customer and community safety.	46%	40%	49%	53%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	38%	36%	38%	41%
Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.	28%	Added December 2022		

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

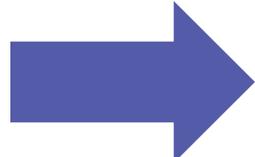


Contact Information for PSPS

- Just over two in five (43%) are aware they can update their contact information with BVES, consistent with June 2022 results (37%); among **Recallers** awareness is higher than among Non-Recallers (57% vs 32%)
- Three in five (61%) of those aware they can update their information have done so

Awareness of Ability to Update Contact Information for PSPS

December 2022
(n=423)



December 2022
(n=184)



June 2022 (n=400)	37%
November 2021 (n=190)	43%
August 2021 (n=372)	43%

Have Updated Contact Information *(among those aware they can update contact info)*

June 2022 (n=149)	57%
November 2021 (n=82)	59%
August 2021 (n=153)	62%

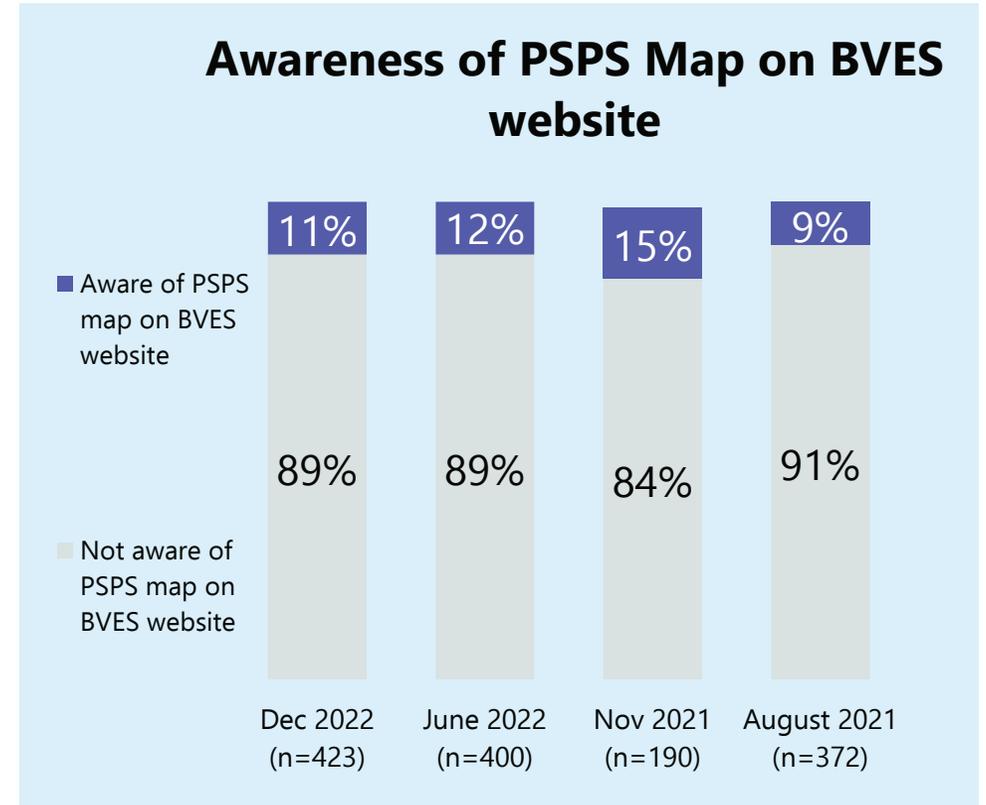
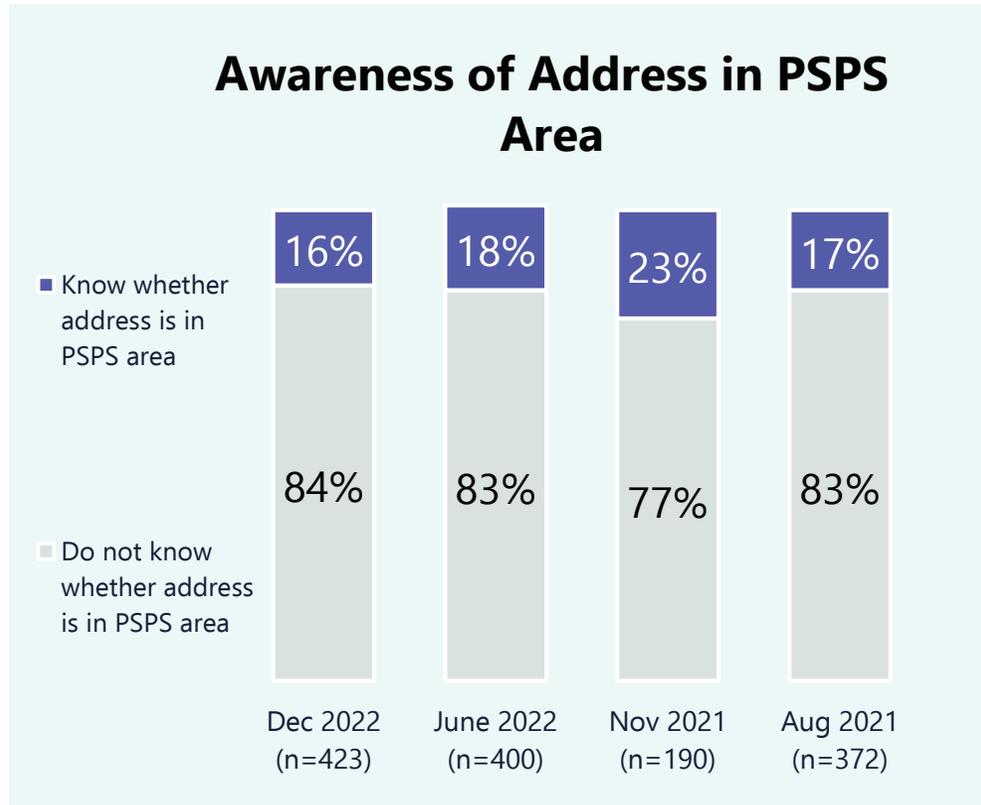
Q11. Are you aware you can update your contact information with BVES to receive proactive notification prior to a Public Safety Power Shutoff? (n=423 Total)
 Q11A. Have you updated your contact information with BVES to receive notifications prior to a Public Safety Power Shutoff? (n=184; Aware of Information Update)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness of PSPS Location Status

- Nearly one in five know whether their address is in a PSPS area (16%), consistent with June 2022 (18%)
- **Recallers** are significantly more likely than Non-Recallers to indicate awareness of whether their address is in a PSPS area (24% vs 9%) and awareness of the PSPS map (17% vs 5%)



Q12. Do you know whether your address is located in a Public Safety Power Shutoff area? (n=423 Total)

Q13. Are you aware of a map on BVES's website where you can check whether your address is located in a Public Safety Power Shutoff area and the status? (n=423 Total)



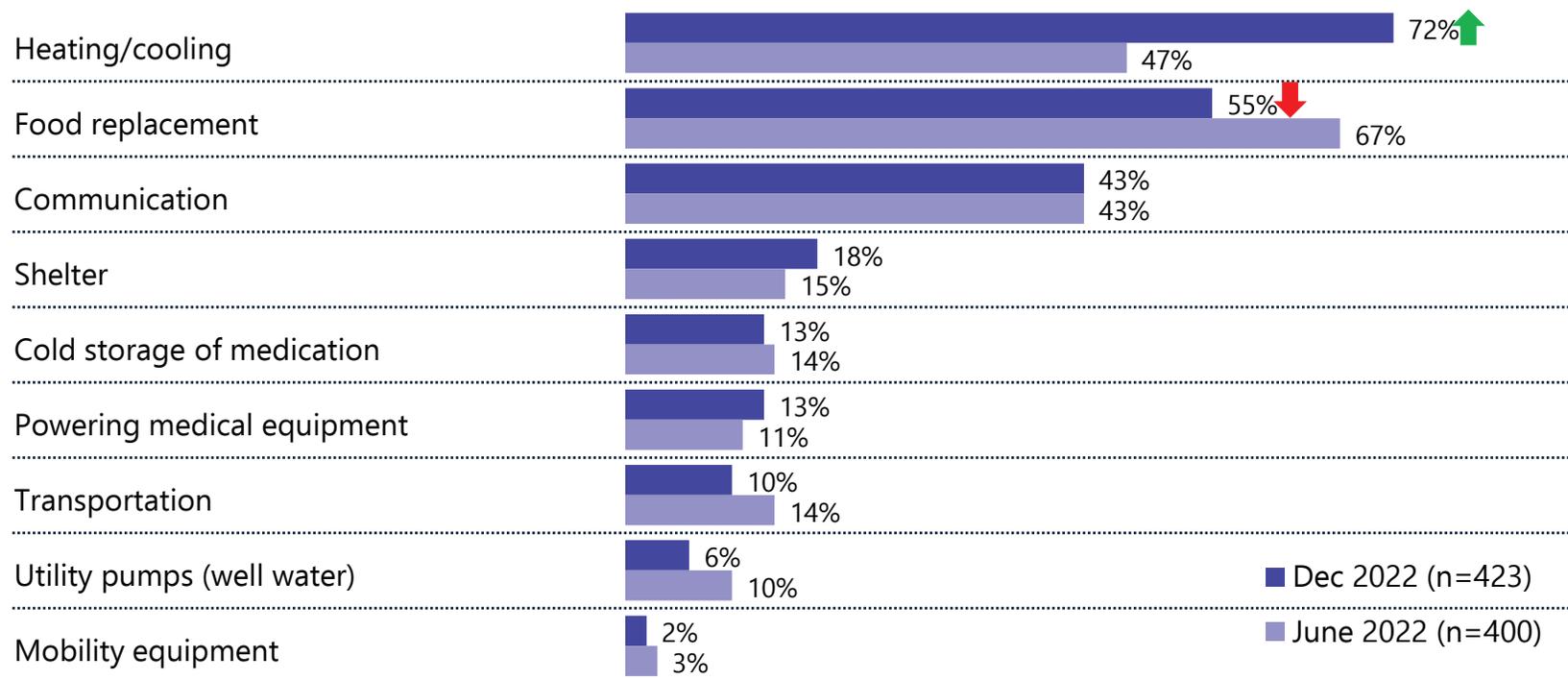
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include heating/cooling (72%), food replacement (55%), and communication (43%)
- Mentions of heating/cooling as a perceived concern or challenge increased significantly since June 2022 (72% vs 47%), while mentions of food replacement decreased significantly since June 2022 (55% vs 67%)

Concerns or Challenges of an Extended Power Outage



QA5.. In the event of an extended power outage, what are your most significant concerns or challenges? (n=423)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Medical Needs and Language Preferences

One in six (17%) responded that they rely on electricity for medical needs, consistent with last wave (17%)

A significantly greater proportion of **critical customers** say they rely on electricity for medical needs (67% vs 13%)

Just over one quarter of those relying on electricity for medical needs are aware BVES provides additional notices prior to a PSPS event (27%)

15% of customers indicated they have a primary language other than English; English remains preferred for communications for almost all respondents (99%)

- Nearly all customers indicating their primary language is not English still stated they prefer all communications in English as opposed to another language

98% of respondents indicated it would not be helpful for them or anyone else in their household to receive communications in another language

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=423; Total)

Q14A. Are you aware that BVES provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=73; Rely on electricity for medical needs)

Q15. Is your primary language other than English? (n=423 Total)

Q16. Would it be helpful for you or anyone else in your household to receive communications in another language? (n=423; Total)

Q16B. What is your preferred language to receive communications? (n=423; Total)

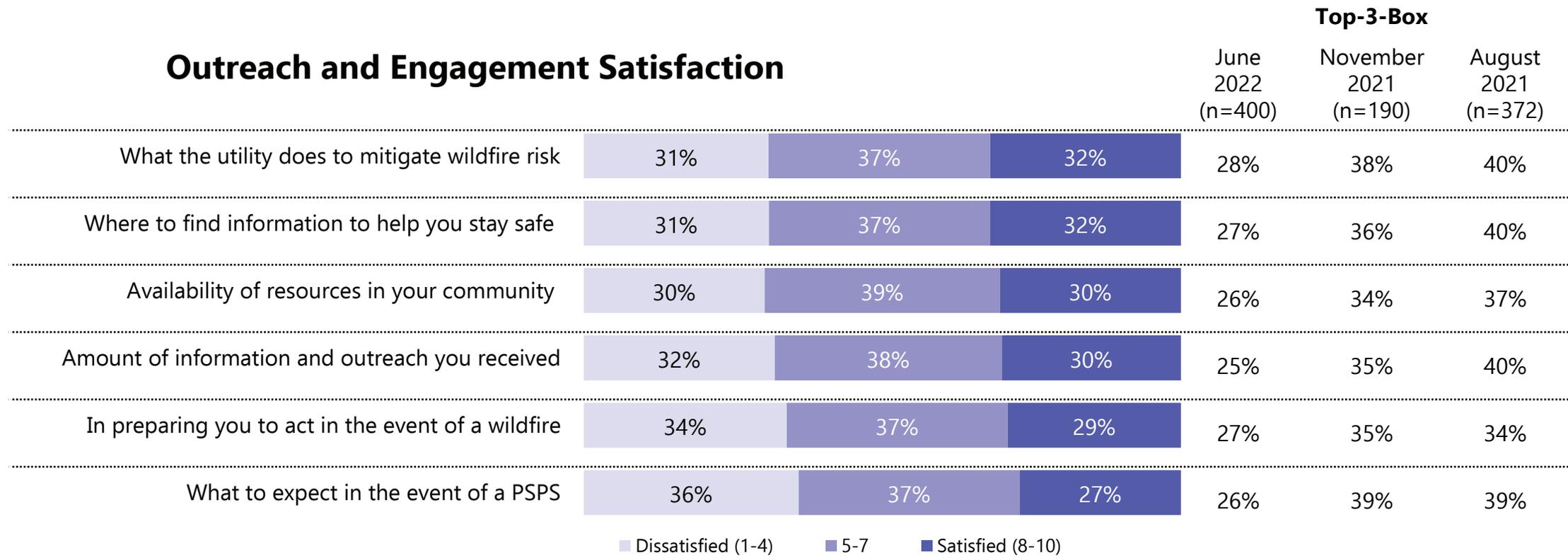


Post-PSPS



Outreach and Engagement Satisfaction

- Satisfaction with outreach and engagement has remained consistent since June 2022
- **Recallers give significantly greater satisfaction ratings** for all outreach and engagement metrics evaluated



QSAT1. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you receive? (n=423; Total)



Arrows signify statistical difference at the 95% confidence level compared to the previous wave





PSPS Notifications

- Almost half (49%) say that notifications should be sent if there is any possibility of a PSPS; another 38% feel that notifications should only be sent if there is a high likelihood of a PSPS

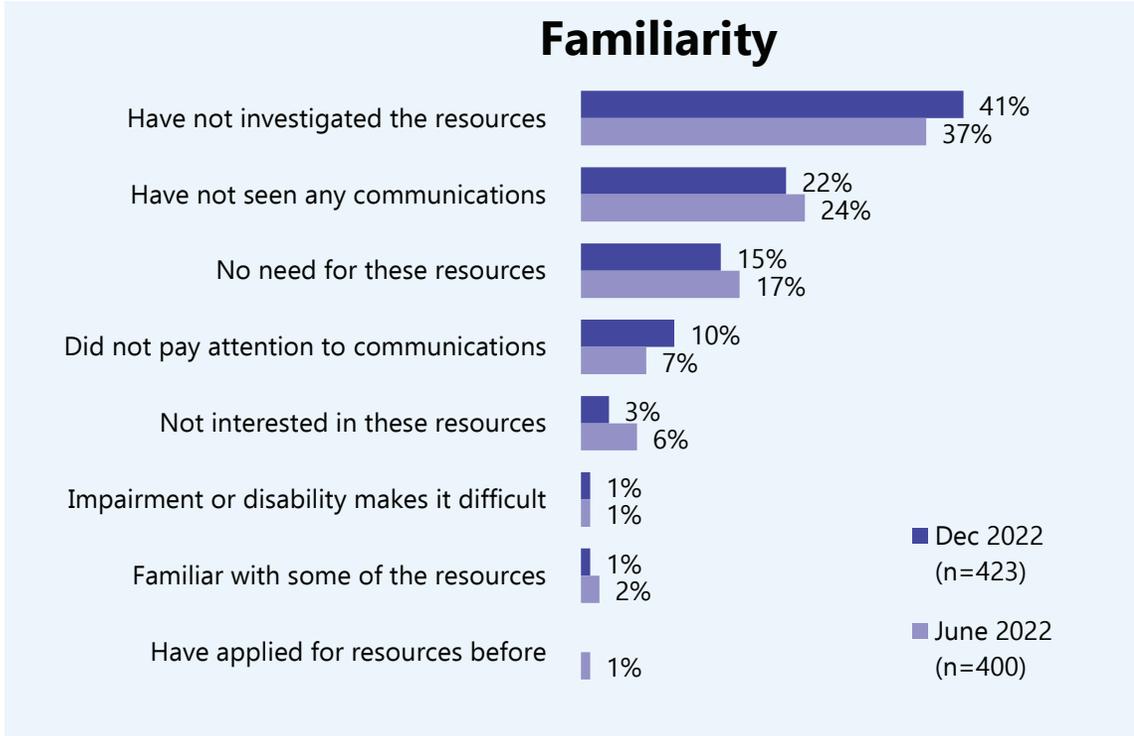
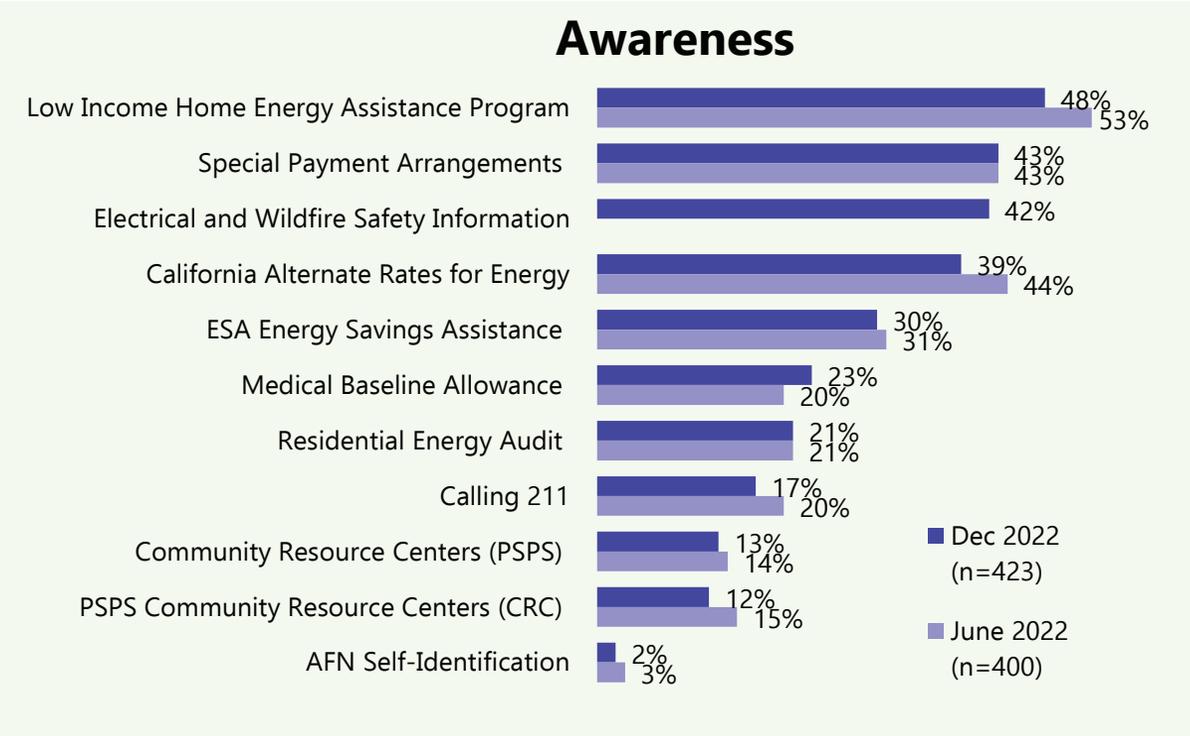
PSPS Notifications Perception	Dec 2022 (n=423)	June 2022 (n=400)	Nov 2021 (n=190)
Notifications should be sent if there is any possibility of a PSPS	49%	51%	46%
Notifications should only be sent if there is a high likelihood of a PSPS	38%	38%	36%
Notifications should only be sent if a PSPS is certain to occur	13%	11%	17%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=423; Total)



Awareness and Familiarity of Resources

- Of the resources available to the public, almost half of indicated they were aware of the Low-Income Home Energy Assistance Program (48%), Special Payment Arrangements (43%), and Electrical and Wildfire Safety Information (42%); two in five (41%) indicate they “have not investigated the resources”
- Only 2% of AFN customers are aware of AFN Self-Identification
- **Recallers** are significantly more likely to indicate they were aware of most of the available resources



QA7. BVES supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? (n=423)
 QA8. What statement best describes your familiarity with the resources you just reviewed? (n=423)



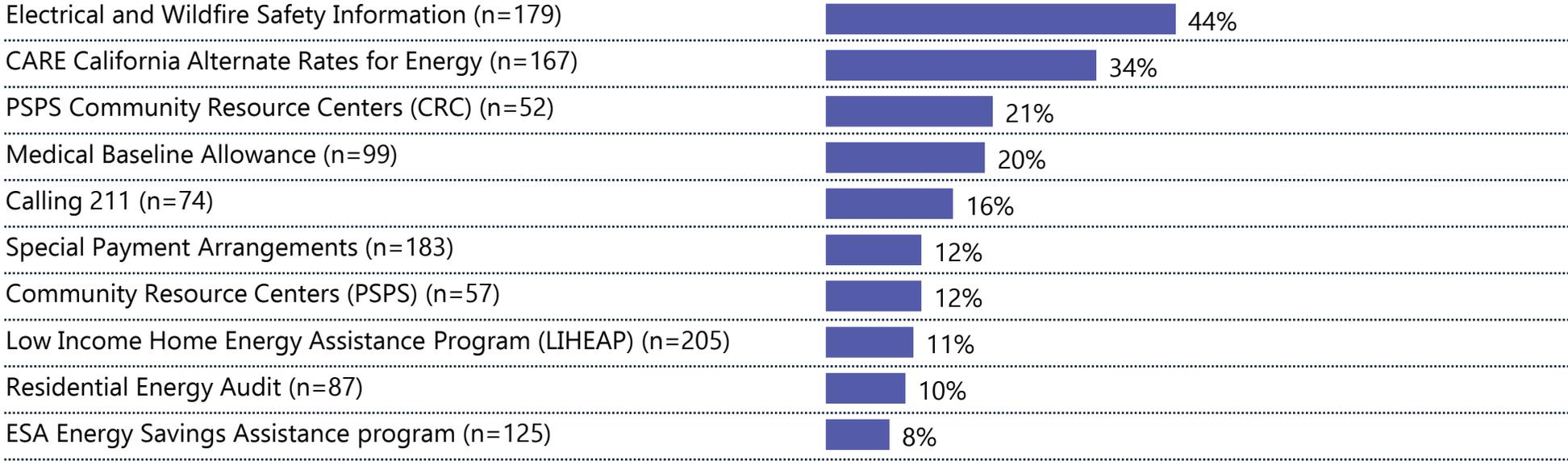
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Resources Used

- Of those who are aware of the resources available, more than two in five (44%) have used Electrical and Wildfire Safety Information, one third (34%) have used CARE, and one in five have used PSPS Community Resource Centers (21%) or Medical Baseline Allowance (20%)

Resources used
(among those who are aware)



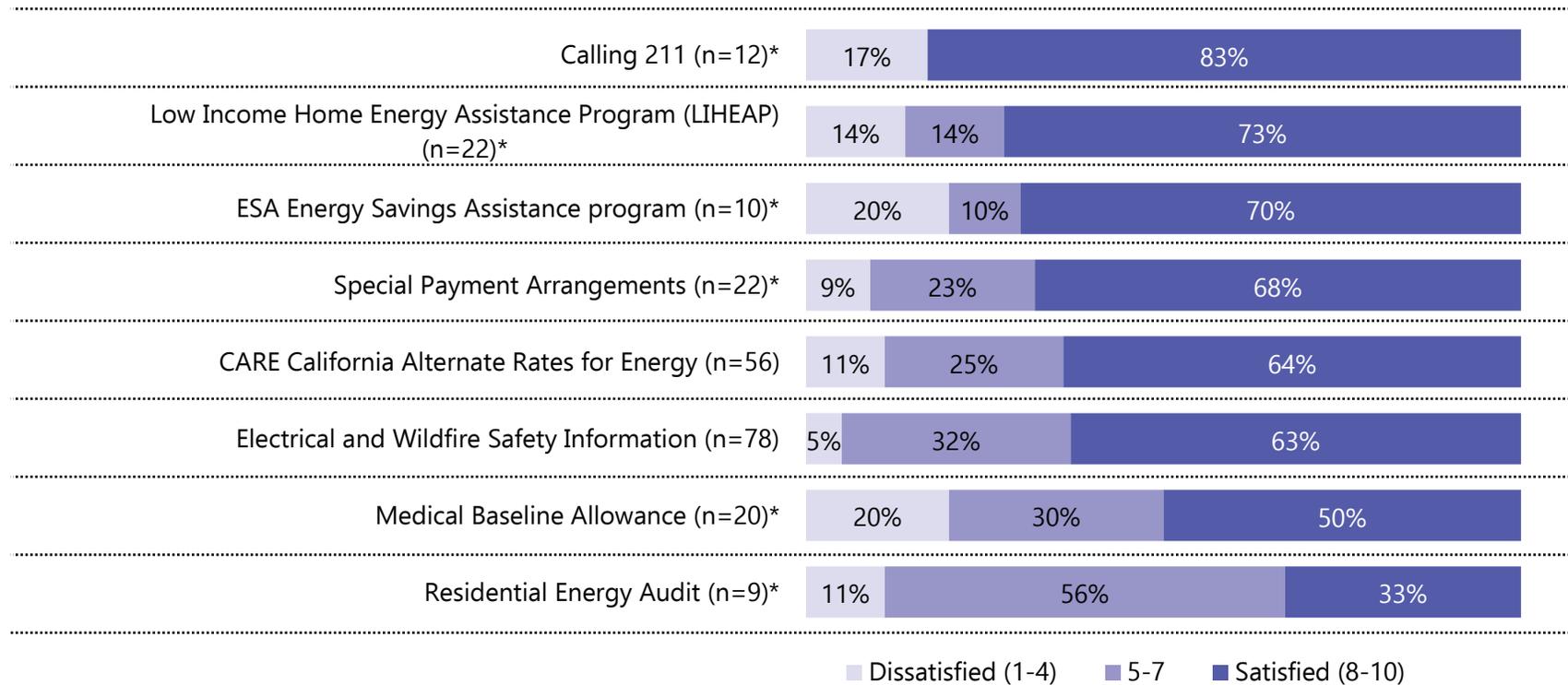
QA9. Which, if any, of these resources have you used in the past? (n varies; Aware of Communication)



Satisfaction with Resources Used

- Satisfaction is high among those using 211, LIHEAP, ESA, and Special Payment Arrangements
- At least half are satisfied with all resources other than Residential Energy Audit, where satisfaction is moderate

Resource Satisfaction



QA10. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past? (n varies; Used Resources)

*Small sample size (n<30)



Critical & AFN Customer Summary



Key Metrics: Random vs Critical Customers

	Random Customer (n=393)	Critical Customer (n=30)
Aware of Wildfire Safety Communications	47%	40%
Aware of Communications from BVES (among those aware)	46%	33%
Took Action to Prevent or Prepare for a Wildfire	81%	77%
Recall PSPS	41%	50%
Would Turn to BVES Website for PSPS Info	43%	27%
Aware of Ability to Update Contact Info for PSPS	43%	47%
Know if Address is in PSPS Area	16%	20%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	30%	33%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	25%	35%
Aware of AFN self-identification	2%	--

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Bold denotes statistically significant difference between Random and Critical Customers



Demographic Profiles: Random vs Critical Customers

	Random Customer (n=393)	Critical Customer (n=30)
Gender	Male – 50% Female – 43%	Male – 53% Female – 43%
Age	18-54 – 24% 55-64 – 25% 65+ – 47%	18-54 – 27% 55-64 – 20% 65+ – 50%
Median Income	\$108K	\$45K
Home Ownership	Rent – 6% Own – 88%	Rent – 20% Own – 77%
Primary Language is not English	16%	13%
Responded they Rely on Electricity for Medical Needs	13%	67%

Bold denotes statistically significant difference between Random and Critical Customers



Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=352)	Non-AFN Customer (n=71)
Aware of Wildfire Safety Communications	45%	51%
Aware of Communications from BVES (among those aware)	44%	53%
Took Action to Prevent or Prepare for a Wildfire	80%	83%
Recall PSPS	42%	37%
Would Turn to BVES Website for PSPS Info	38%	58%
Aware of Ability to Update Contact Info for PSPS	46%	32%
Know if Address is in PSPS Area	17%	10%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	30%	32%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	27%	--
Aware of AFN Self-Identification	2%	1%

Bold denotes statistically significant difference between AFN and Non-AFN Customers.



Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=352)	Non-AFN Customer (n=71)
Gender	Male – 52% Female – 42%	Male – 42% Female – 51%
Age	18-54 – 16% 55-64 – 24% 65+ – 57%	18-54 – 63% 55-64 – 28% 65+ – 0%
Median Income	\$95K	\$155K
Home Ownership	Rent – 7% Own – 88%	Rent – 8% Own – 86%
Primary Language is not English	18%	--
Responded they Rely on Electricity for Medical Needs	21%	--

Bold denotes statistically significant difference between AFN and Non-AFN Customers



CBO Interviews



CBO Interviews

Four in-depth interviews were conducted with community-based organizations (CBOs) in the BVES territory in December 2022.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were paid \$100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from BVES





CBO Interviews

Current Communications

- CBOs report a mix of communications from BVES; half cite regular communications while the other half don't recall anything specific related to wildfire safety or preparation
- Most mention an annual communication in late spring/early summer about preparation for wildfire season
 - Recalled communications typically cover property preparations (e.g., defensible space, brush clearing, tree trimming, etc.) or communication about BVES efforts to maintain infrastructure or around public safety (e.g., avoiding downed powerlines)
 - A mix of email and printed materials are mentioned, and public safety agencies report personal communications with BVES staff
- Fire agencies also report specific training with BVES about how to handle high voltage power lines, and how solar installations can affect fire response
- CBOs focused on senior citizens also receive communications and resources from BVES related to CARE and providing low-income residents with support for paying their electric bills
- Fire agencies report communicating directly with the public about fire safety using direct mail, local print and radio, and social media; other CBOs do not report any current communications to their member bases about fire safety or preparedness

Spreading the Word

- The ability/willingness for CBOs to distribute information related to wildfire safety is varied, due to the diverse scope of the organizations
 - Fire departments are already engaging with the public and welcome BVES efforts to help share information; reposting or linking to social media is an opportunity that would be easy to implement, as well as participation in local in-person events
 - Public safety agencies do not see an opportunity to spread information about fire safety as it is out of their scope, although they do see involvement in helping people if a fire event were to occur (evacuations, providing security, etc.)
 - Youth organizations see limited ability to proactively share information, as their client base tends to be people coming from outside of Big Bear; they do coordinate with BVES and their members when there are weather conditions that could involve cancelling camp events or sending people home
 - Organizations focused on seniors see an opportunity for BVES to attend their monthly meetings to share information about wildfire safety and preparation, such as an annual visit just prior to the start of fire season
- English and Spanish are the primary languages required for the community



CBO Interviews

Useful Information/Resources

- The most effective ways BVES can support CBOs in preparing the community include:
 - Send direct mailings with information about wildfire safety and PSPS; mailings should be timed for late spring/early summer
 - There is an opportunity to be involved in in-person community meetings or events during that timeframe to provide information and answer questions
 - Sharing/creating content that can be shared by BVES on social media, or BVES reposting information from fire/public safety agencies will reach most of the community (although not all of the elderly population)
 - Sharing accurate information about PSPS events, and providing timely updates as circumstances change
 - Explaining the criteria for PSPS, who makes the decisions (BVES, in partnership with local agencies, or lawmakers in Sacramento)
 - Providing information about steps to take in the event of an extended power outage (food storage, safety tips, having food/water that can be consumed without power, etc.)
- When communicating about PSPS, it is also important to include information about the steps BVES is doing to mitigate the risk of needing PSPS; explaining proactive steps can help alleviate frustration about the situation

PSPS Events

- Awareness of PSPS is mixed; CBOs are aware that power may be shut off in the event of hazardous weather conditions, but not all had heard of the term Public Safety Power Shutoff or PPS
- Questions were raised about specifically what causes PPS, who calls for the outage, and whether decisions are made locally
- All understand the changing nature of PPS and the challenges that brings when planning/preparing for an event
 - Most prefer notification within a couple of days, longer lead time will lead to cancelled notifications and are not perceived to help much in terms of planning
 - CBOs want to see information about when the outage is expected, the estimated duration, and notices when power is expected to be restored and when it's restored
- Those with medical needs and the elderly are considered most at risk, and it is important to provide them education and resources
 - While the general perception is that those with the need already have generators, there may be some opportunity for support for those with low incomes
 - Food storage and replacement is also a concern
 - The perception is that BVES maintains a list of people with medical needs, and CBOs do not have that information
- Public safety agencies stress the importance of restoring power to communication infrastructure first in the case of a fire or PPS



Demographic Profiles



Respondent Profiles

Gender	Total (n=423)	Recallers (n=195)	Non-Recallers (n=228)
Male	50%	53%	47%
Female	43%	43%	44%
Age			
18 to 24	--	--	--
25 to 34	4%	3%	4%
35 to 44	10%	9%	11%
45 to 54	10%	10%	10%
55 to 64	25%	24%	25%
65 or over	48%	53%	43%
Prefer not to say	4%	2%	6%

Renter/Homeowner	Total (n=423)	Recallers (n=195)	Non-Recallers (n=228)
Own	87%	92%	83%
Rent	7%	5%	9%
Prefer not to say	4%	2%	6%
Household Income			
Less than \$20,000	5%	2%	8%
\$20,000 to \$39,999	9%	8%	10%
\$40,000 to \$59,999	8%	8%	8%
\$60,000 to \$89,999	9%	10%	8%
\$90,000 to \$129,999	14%	16%	12%
\$130,000 to \$199,999	11%	12%	11%
\$200,000 or more	15%	16%	15%
Prefer not to say	29%	28%	29%

Q17. What is your gender? (n=423; Total)

Q18. What is your age category? (n=423; Total)

Q19. Do you own or rent your home? (n=423; Total)

Q20. Which of the following best describes your annual household income? (n=423; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles – AFN Criteria

	Total (n=423)	Recallers (n=195)	Non-Recallers (n=228)
AFN (NET)	83%	82%	85%
Age 65+	48%	53%	43%
<\$40K income	14%	10%	18%
Chronic conditions or injuries	16%	15%	16%
Physical, developmental, or intellectual disability	10%	7%	13%
Limited access to transportation	6%	7%	6%
Non-English language needs	32%	27%	37%
Medical need	17%	15%	19%

Bold denotes statistically significant difference between Recallers and Non-Recallers