

## **Community Based Organization Resource Partnership 2025-2027 Public Safety Power Shutoff Resource Support Statement of Work**

### **1.0 BACKGROUND/PROJECT SUMMARY**

Pacific Gas and Electric Company (PG&E) seeks to work with Tehama County Community Action Agency, a Community Based Organization (CBO) to provide food replacement to customers located in High Fire Threat Districts (HFTD)<sup>1</sup> that may be impacted by a Public Safety Power Shutoff (PSPS) or other non-PSPS related outages, to provide people with Access and Functional Needs<sup>2</sup> to a source of food replacement. PG&E would like to work with the Tehama County Community Action Agency to promote available food replacement as well as provide PSPS, emergency preparedness and other critical customer information.

High temperatures, extreme dryness and record-high winds have created conditions in our state where any spark can lead to a major wildfire. Within PG&E service area in Northern and Central California, more than half of our electric lines are in HFTD areas, according to the California Public Utilities Commission (CPUC). That is why it may be necessary for PG&E to turn off electricity in the interest of public safety if severe weather threatens the electric system, known as PSPS.

Tehama County Community Action Agency has an established relationship and will ensure customers have a trusted channel to get the food that they need. PG&E seeks coordination with Tehama County Community Action Agency to leverage their existing networks and strengths for communications and resources. The main expectation of Tehama County Community Action Agency is to provide home-bound seniors one additional meal, per day, during a PSPS and important safety messaging to their networks of customers in Tehama County. PG&E will provide Tehama County Community Action Agency with some flexibility in the food items that are distributed to home bound seniors.

PG&E and Tehama County Community Action Agency agree that Tehama County Community Action Agency will provide food to support during PSPS. Specifically, Tehama County Community Action Agency will provide home-bound seniors, who meet Tehama County Community Action Agency qualifications, one additional meal per day of the PSPS in impacted county. The one additional meal per day will equal in value and cannot exceed \$15 per senior, per day. Homebound seniors will be vetted to ensure they reside in an area impacted by a PSPS. PG&E will provide Tehama County Community Action Agency with a zip code list of all impacted zip codes impacted by a PSPS in Tehama County prior to and after power has been shut off.

PG&E may ask Tehama County Community Action Agency to assist with customer and community support for non-PSPS outages and/or natural disasters. This request will come from a representative from PG&E's Emergency Operations Center (EOC) upon authorization from the EOC Commander,

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<sup>1</sup> Map located in the Appendix

<sup>2</sup> Access and Functional Needs as defined by the CPUC: Individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutional settings or those who are low income, homeless, or transportation disadvantaged, including but not limited to those who are dependent on public transit or those who are pregnant.

Customer Strategy Officer and Liaison Officer in accordance with PG&E's All Hazards Standard. The representative will provide guidance on when to provide support, targeted zip codes and duration. The additional meal will equal in value and cannot exceed \$15 per meal.

## **2.0 CONTRACT TERMS**

This contract shall commence upon signature by both parties and extend through December 31, 2027 unless terminated sooner by either party.

## **3.0 WORK LOCATION**

Tehama County Community Action Agency shall perform services at their primary place of business or other locations where distribution will occur. Tehama County Community Action Agency primary place of business located at 310 S Main Street, Red Bluff, CA 96080.

## **4.0 PROJECT SCOPE**

### **4.1 PLANNING & ADMINISTRATION**

- 4.1.1** *Customer Targeting*- The target audience for these additional meals are customers located in Tehama County who are part of the AFN population. These customers have a pre-existing relationship with Tehama County Community Action Agency or newly formed relationship as a support of PG&E's PSPS Outreach efforts.
- 4.1.2** *Resource Prioritization*- Based on the unique and dynamic circumstances that dictate where PSPS will occur. PG&E will provide guidance on prioritizing deployment of meals in Tehama County based on forecasted conditions or outage footprint. PG&E will provide a list of impacted zip codes via email. Tehama County Community Action Agency will be responsible for distribution of the resources based on methods identified in this SOW. Tehama County Community Action Agency agrees to comply with all safety and health criteria in compliance with all current COVID-19 federal, state, and local regulations. Tehama County Community Action Agency should have meals available to respond and distribute meals during normal business hours (Monday through Friday 9:00am to 5:00pm). If there is an emergency or PSPS falls on a weekend or holiday Tehama County Community Action Agency is required have a representative available to contact for coordination plan to help provide meals.
- 4.1.3** *During PSPS*- When possible attend the once daily Cooperator Call and once daily Resource partner call, provide a point of contact for PG&E to notify before and coordinate with during PSPS.

### **4.2 ENGAGEMENT WITH CUSTOMERS DURING PSPS or NON PSPS OUTAGES**

When a PSPS is imminent, Tehama County Community Action Agency will be notified by PG&E. Tehama County Community Action Agency will designate staff to be available for coordination and engagement prior to, during, and after a PSPS or non-PSPS outage. Tehama County Community Action Agency will be requested to implement the following agreed upon engagement activities with their constituents:

- Utilize PG&E's notification templates to provide social media updates using Tehama County Community Action Agency existing social media channels when possible
- Share PG&E's social media posts through Tehama County Community Action Agency existing social media channels when possible

- Provide one additional meal per homebound senior during a PSPS or non-PSPS outage not to exceed in value of \$15 per senior, per day.
- Tehama County Community Action Agency will provide a wellness check with seniors impacted.

#### **4.3 REPORTING OUTCOMES**

- 4.3.1** Event Reporting (PSPS/Non PSPS Outages)- Tehama County Community Action Agency will provide a summary report 5 business days following conclusion of PSPS/Non-PSPS Outage via email to [EOC-CSO-SituationRoom-Support@pge.com](mailto:EOC-CSO-SituationRoom-Support@pge.com) summarizing daily and total number of meals distributed during PSPS by location and zip code.
- 4.3.2** Financial Reporting- Tehama County Community Action Agency will provide an invoice to PG&E within 30 days of the conclusion of the PSPS/Non-PSPS Outage detailing number of meals distributed. The invoice will also be uploaded to Taulia.

#### **5.0 Tehama County Community Action Agency ROLES AND RESPONSIBILITIES**

- Have a designated point of contact who will be available via email and phone for regular communications and coordination with PG&E
- Will provide meals to seniors during a PSPS as appropriate
- Will provide meals for Non-PSPS Outages when requested by PG&E
- Tehama County Community Action Agency will comply with all state and federal regulations

#### **6.0 REPORTING**

Tehama County Community Action Agency will report meal distribution reference above in section 4. Tehama County Community Action Agency lead will be in contact with PG&E representative before, during and after PSPS. Post distribution summary is due within 5 business days to the conclusion of a PSPS. The post event report will provide the following data on the number of meals distributed during and 3 days after a PSPS:

- The meals provided during a PSPS by day
- The day(s) the meals were provided
- The cities where the seniors reside

**6.1 *Financial Reporting-*** Tehama County Community Action Agency will invoice PG&E within 30 days of power being restored from PSPS. PG&E will make payment according to general conditions.

**6.2 *Feedback Reporting-***

- Provide the number of customers reached for additional meals
- Provide feedback on what aspects of the food replacement services are working and what areas are identified as needing adjustments.
- Respond to PG&E's post event communications and surveys

#### **7.0 PAYMENT**

The payment for in-event resources will be provided following receipt of invoice. Tehama County Community Action Agency will invoice PG&E related to this Task in accordance with the Invoicing procedures outlined in the General Conditions within 30 days of PSPS.

FEE BREAKDOWN -

Task	Not-to-Exceed Amount
<i>Task 1 - \$15 per meal, per senior served, per day of PSPS</i>	<i>\$ 15.00 x 160 served X 3 days= 7,200 per event</i>
<b>Project Scope Total (assuming max of 9 events 2025-2027)</b>	<b>\$64,800</b>
Total PSPS Order 8196316 (30%)	\$19,440
Total Non-PSPS Order 8215037 (70%)	\$45,360
<b>Charges not to exceed total project scope</b>	

Appendix

CPUC High Fire Threat District Map

