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# Community Engagement Plan Briefing for Disadvantaged Communities Advisory Group

April 19th, 2024



# Introduction to Climate Adaptation Planning

- Extreme weather events in California and the western United States continue to heighten the need for utilities to expand their capacity to adapt to the changing climate
  - Main climate-change related hazards of concern in California include wildfires, extreme temperatures, variations in precipitation, sea level rise and cascading impacts<sup>1</sup>
  - **Impacts from these climate hazards could exacerbate pre-existing social inequities.**<sup>2</sup>
- In the face of these growing challenges and impacts, SoCalGas and SDG&E remain steadfast in their commitment to providing safe, and reliable energy to all customers in their respective service areas

**SDG&E and SoCalGas are investing in institutional capacity to integrate climate change risk assessment and vulnerability data into enterprise-wide decision-making, more specifically by developing:**

1

## Community Engagement Plan (CEP)

*A guide to engaging with communities around utility climate adaptation measures*

2

## Climate Adaptation Vulnerability Assessment (CAVA)

*Incorporating the best available climate science to assess and adapt to vulnerabilities to utility infrastructure, operations and services*

# Today, SDG&E and SoCalGas will seek feedback today from the DACAG by:

- Providing background on the process and inputs utilized to develop the CEPs
- Walking through some of the Disadvantaged Vulnerable Community (DVC) and community feedback received in this process, which informed the CEPs
- Gathering additional input in targeted areas to improve the CEPs



**A strong foundation of trust and relationships so that SDG&E and SoCalGas can effectively engage and include communities in the CAVA process**

## **SoCalGas and SDG&E will seek DACAG's comments on the following to help inform their CEP filings:**

- Identifying outreach and engagement enhancements for SoCalGas or SDG&E's CEP
- How SDG&E and SoCalGas addressed community feedback
- Activities or events that SDG&E and SoCalGas can get involved in or partner on
- Maintaining momentum and keeping outreach and engagement sustainable for long-term planning

# Agenda

Topic	Presenter	Time
<b>Introduction</b>	<b>Brian D'Agostino</b> Vice President of Wildfire and Climate Science SDG&E	5 min
<b>Procedural Background and Feedback Process</b>	<b>Lily Backer</b> Clean Energy Regulatory Strategy Manager SDG&E and SoCalGas	5 min
<b>SDG&amp;E Community Engagement Plan Overview</b>	<b>Maxwell Beller &amp; Brianna Haugen</b> Climate Adaptation Team SDG&E	10 min
<b>SoCalGas Community Engagement Plan Overview</b>	<b>Geoffrey Danker</b> Public Policy & Planning SoCalGas	10 min
<b>Discussion and Feedback</b>	Facilitated by Geoffrey, Maxwell, and Brianna	29 min
<b>Next Steps</b>	<b>Lily Backer</b> Manager of Regulatory Affairs, SDG&E and SoCalGas	1 min

# The Commission asked SDG&E and SoCalGas to include the following in their CEPs:

## Ordering Paragraph #5 of Decision D.20-08-046

#	Description (Paraphrased)
1	How investor-owned utilities (IOUs) will define adaptive capacity and promote equity
2	How IOU representatives are properly trained to conduct outreach
3	How DACAG Equity Framework and CPUC Environmental Social Justice Action Plan were implemented. Ensuring DACAG has an opportunity to review and provide input on CEPs
4	A summary and acknowledgement of feedback from DVCs and Community Based Organizations (CBOs)
5	Overview of interest and availability of CBOs to participate in CAVA process
6	How IOUs will involve CBOs and communities in CAVA process
7	Best practices relied upon for outreach with communities and CBOs
8	How IOUs can engage with DVCs if local government is not involved

# When preparing the CEP, the CPUC has asked both SDG&E and SoCalGas to:

## Ordering Paragraph #6 of Decision D.20-08-046

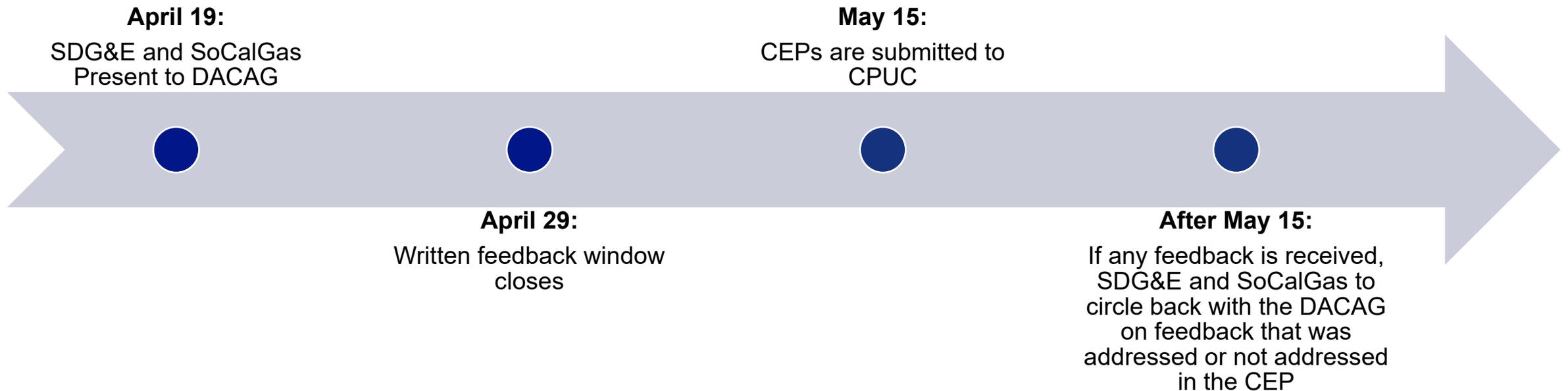
#	Description (Paraphrased)
1	Consult with CBOs about the outline and organization of the CEP
2	Engage CBOs, communities, and other organizations in reviewing the CEP

# DACAG Feedback Process

We will capture verbal feedback on this call, and welcome additional written feedback sent to the below email address by April 29<sup>th</sup>

SDG&E written feedback: [climate@sdge.com](mailto:climate@sdge.com)

SoCalGas written feedback: [climateadaptation@socalgas.com](mailto:climateadaptation@socalgas.com)





**Community Engagement Plan  
DACAG Meeting**

April 2024

# SDG&E Development Process

What we did to create a robust and equitable CEP

## Collaborating with San Diego Regional Climate Collaborative (SDRCC)<sup>1</sup>

- SDRCC is affiliated with University of San Diego's Non Profit Institute and serves as a local resilience hub for trusted cross-jurisdictional collaboration
- Previously, SDRCC developed *An Equity-First Approach to Climate Adaptation* with the San Diego Association of Governments

## CBO & Local Govt Survey

- Deployed a survey to 506 local organizations, gauging:
  - awareness of the Decision
  - existing adaptation and outreach activities
  - their interest in working on this effort
- Followed up with interviews to further understand perspectives and begin to develop trusting partnerships

## Public Climate Resilience Survey

- Deployed a survey available to the general public to understand:
  - awareness and concerns around climate change
  - interest in participating or being informed about SDG&E's CAVA and subsequent adaptation processes

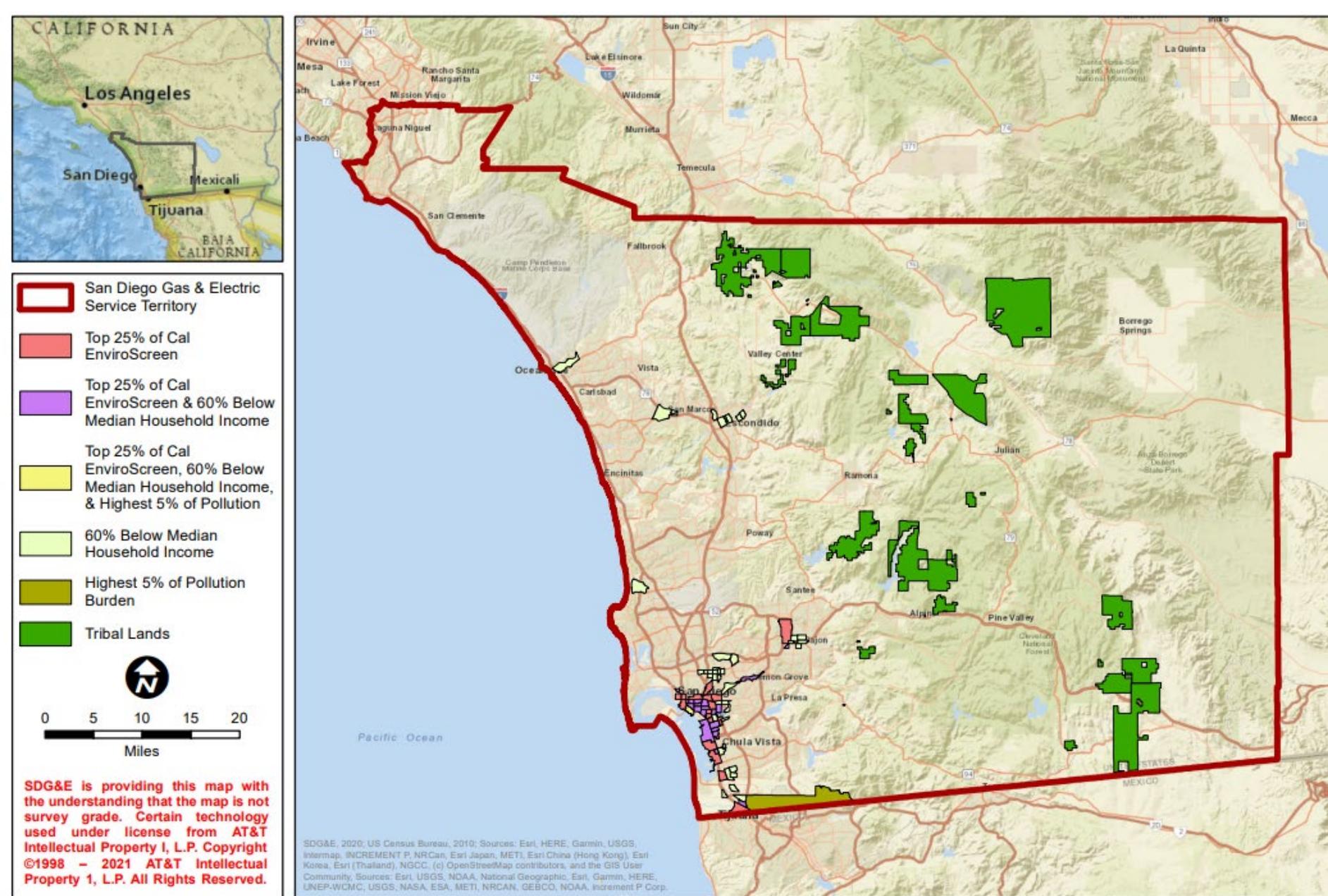
## Equity-First Framework

- Co-created *Recommendations for Equity-First Community Engagement for Climate Adaptation Planning Efforts*
- This serves as a guiding framework for SDG&E to achieve equitable outreach and adaptation
- Document was developed from inception with the participation of CBOs, local governments
- The foundation for our CEP

## Community Events

- Began attending and hosting community events to build trust, spread awareness, and encourage participation in the CAVA process
- SDG&E's adaptation team participated in over 30 community events

# Prioritized Communities in SDG&E Service Area



Version Date: 3/10/2021 Requested By: MBeller. Created By: SSHamblin

# Key Learning: Ongoing Concerns about Affordability Impacts

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## Feedback Themes:

### Funding Adaptation

Communities raised concerns over affordability, and expressed worry that climate adaptation and mitigation efforts would increase their rates.

### Other Cost Concerns

Community comments also brought up frustration over other costs that may be related to climate change mitigation, such as costs related to home electrification. They also raised concerns about costs that may result from impacts of climate change, such as insurance rates.

**Actions Taken:** Brought materials on payment support programs to events, clarified scope of the workshops.

# Key Learning: Need for Building Knowledge, Trust, & Capacity

## Feedback Themes:

### Trust

Communities and CBOs explained that improving the trust between SDG&E and the community would better facilitate robust engagement, particularly on a long-term process such as the CAVA where community comments indicated that immediate benefits for community effort and time invested may not be as apparent. CBO's also expressed frustration with the term DVC, citing the disempowering nature of language identifying them as disadvantaged and vulnerable.

### Knowledge

Communities and organizations expressed they did not feel they had the resources or information to provide feedback that could effectively inform the CAVA and subsequent adaptation actions. The lack of understanding of climate science and the process by which their feedback would lead to action was a perceived barrier for many. Additionally, some customers and community members take issue with the topic of climate change and sustainability, which can derail certain CAVA-related conversations.

### Capacity

SDG&E frequently heard that communities, CBOs, and local governments did not have the capacity, time, and resources to meaningfully dedicate themselves to this project in a way they felt would promote action they want to see.

**Actions Taken:** Examples include hosting events at various times, presenting community-centric and contextualized content, partnering with trusted organizations, providing compensation, and meeting communities where they are.

# Key Learning: Desire for Sustainable Engagement



## Feedback Themes:

### Consistency

Continuously engaging, supporting, and working with communities was identified by partners as the most effective way to build trust, knowledge, and capacity to support a long-term endeavor such as climate adaptation. This support and collaboration also supports and strengthens the CBO or community's ability to meet their mission, climate-related or not. Engaging youth was a key theme as they are the ones who will experience this future and are often most knowledgeable of these topics in their households.

### Reciprocity

To effectively engage and co-develop the CEP, CAVA, and adaptation solutions, a two-way learning environment is critical. To do this, SDG&E leverages and supports existing events, networks, and working groups and learns from these organizations and communities to ensure we understand their priorities and concerns.

**Actions Taken:** Examples include yearly or more frequent outreach events in the same communities, attending partner hosted events, providing relevant and timely support where possible, and showing the commitment of resources from the utility for a long-term process. Additionally, SDG&E is exploring partnering with schools and youth programs to engage the next generation.

# Key Learning: Importance of Feedback Loops

## Feedback Themes:

### Clarity

Communities continually emphasized the need to know how and where their input and feedback would be used by SDG&E. They indicated that clarity on how their efforts would result in action was a motivating and necessary component to effective engagement

### Accountability

Accountability is built through feedback loops and helps to show why participation is important, which was a need expressed by communities. SDG&E should focus on informing how community input was or was not used in SDG&E's CAVA or other adaptation processes

**Actions Taken:** Continual connection through the Equity-First Community Climate Coalition (EC3), SDG&E's Climate Adaptation website, ongoing newsletters, events, and meetings

# Key Learning: Alignment



## Feedback Themes:

Internal

Utilities have multiple outreach functions and teams, which can create confusion for community and regional partners. CBO and tribal participants expressed the need for SDG&E to align internally so that communities don't expend vital resources sharing the same information across multiple different teams within SDG&E. Therefore, SDG&E is working on aligning internal outreach teams

External

Regional work is underway to address climate adaptation. Furthermore, CBO's expressed that they are overburdened and have limited capacity. SDG&E is working to align with other regional adaptation efforts through local government working groups and EC3

**Actions Taken:** Creation of internal working groups such as the Outreach & Equity Steering Committee (OESC), external working groups such as the EC3, Tribal working groups, and local government groups such as the Sea Level Rise Working Group led by SDRCC

# What's Next?

The last three years outreach efforts have been primarily focused on further building relationships and trust

2024 – 2025 will be primarily focused on working with communities to better identify and understand vulnerability and adaptive capacity

2025 – 2026 will be primarily focused on solution development – resilience project selection, prioritization, and siting that reflects communities needs and experiences

This is a long-term and cyclical process. Accordingly, SDG&E is committed to iterating and learning throughout the process to be better and more effective each cycle

## Questions SDG&E may pose to communities

- What are the impacts of outages and climate hazards on your community today?
- How could you see an increase in frequency and severity of these causing additional impacts?
- What kinds of resilience investments do you think your community needs and how can SDG&E help?



# CLIMATE ADAPTATION COMMUNITY ENGAGEMENT PLAN

Geoff Danker, Public Policy & Planning  
Manager, Public Affairs



# SoCalGas Outreach Process for CEP Development

## Equity-First Framework

- SoCalGas's approach was grounded in DACAG Equity Framework, with a focus on Health & Safety, Access & Education
- SoCalGas worked Del Sol Group, a services firm with expertise in community engagement and organizing

## Climate Adaptation Public Survey

- Surveys were co-created with community partners
- Surveys estimated community awareness, understanding, and concerns about climate change and climate adaptation

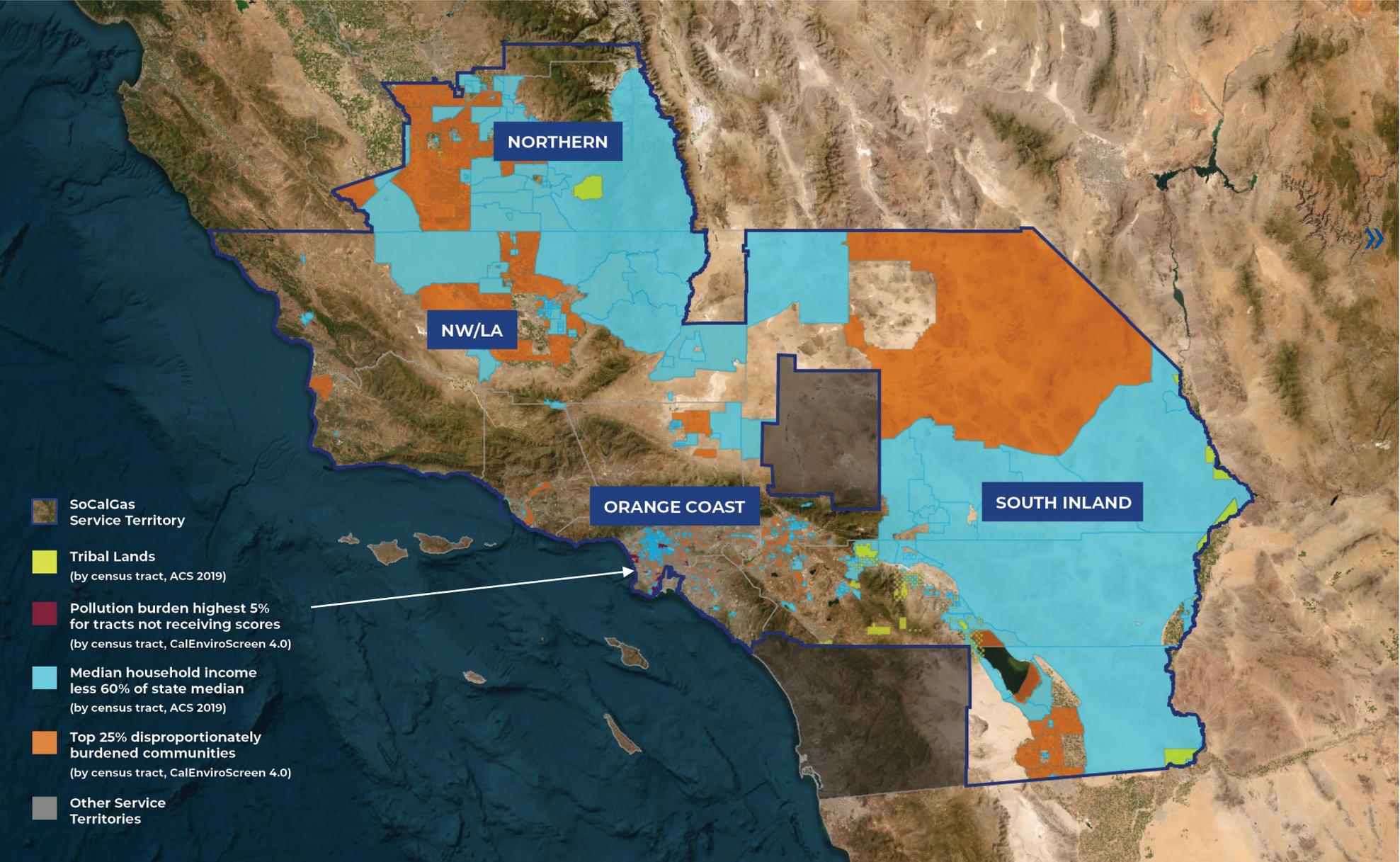
## CBO Partnerships & Regional Advisory Boards (RAB)

- Created 4 RABs comprised of CBO leaders
- Held 12 RAB workshops (topics included: background on climate adaptation, outreach process, CAVA methodology)
- Worked with CBOs to co-create outreach materials and surveys

## Tribal Engagement

- Engaged 9 Tribal Governments
- Held 3 Tribal Talking Circles
- Topics discussed included:
  - Impacts of climate change, including impacts on cultural resources that may not be included in CAVA modeling
  - Tribal-led climate efforts already underway

# SoCalGas Communities



- Northern Region
- LA Region
- Orange Coast Region
- South Inland

# Key Learning: Importance of Building Trust & Meeting People Where They Are

## » Feedback Themes:

- Lack of community trust
- Climate adaptation is a technical topic and not top of mind for DVCs
- Importance of educating communities on climate adaptation before receiving meaningful feedback
- Communities want to know how their input is being used

## » Actions Taken:

- Reached DVCs through trusted sources: 27 CBO partners (“train the trainer” model)
- Addressed CBO compensation
- Held 12 RAB workshops, hosted at CBO facilities. Developed additional strategies with CBOs for continued DVC engagement

# Key Learning: Co-Creating Content with Community Partners Enables Equity & Cultural Competence

## » Feedback Themes:

- Provide communication and educational materials through various sources
- Accessible information and program materials
- Cultural competence

## » Actions Taken:

- Made online surveys accessible to visually impaired individuals via screenreader
- Translated materials to: Arabic, English, Korean, Punjabi, Simplified Chinese, Spanish, Tagalog, and Vietnamese
- All translations were reviewed and approved by native speakers
- Co-created educational materials and strategies
  - Shared accessible educational materials before requesting feedback



# Discussion



# Areas for DACAG Input & Feedback – Slide 1 of 2

- Have you identified any outreach and engagement enhancements for SoCalGas or SDG&E's CEP?
- What are your thoughts on the feedback focus areas, and what we did to address that community feedback?
- Do you have any recommendations of activities or events that we can get involved in or partner on?
- Do you have any additional recommendations for maintaining momentum and keeping outreach and engagement sustainable for long-term planning?

# Areas for DACAG Input & Feedback – Slide 2 of 2

## Climate Adaptation-Related Questions Asked of CBOs:

- What are you and your communities' concerns regarding climate change?
- Provide SoCalGas with input on the Climate Adaptation Vulnerability Assessment (CAVA) and any insight into your communities' concerns regarding climate change and vulnerabilities:
  - How do these hazards affect your communities?
  - How do gas service outages/issues affect your communities?
  - What strategies should be considered to address these risks?



## Next Steps

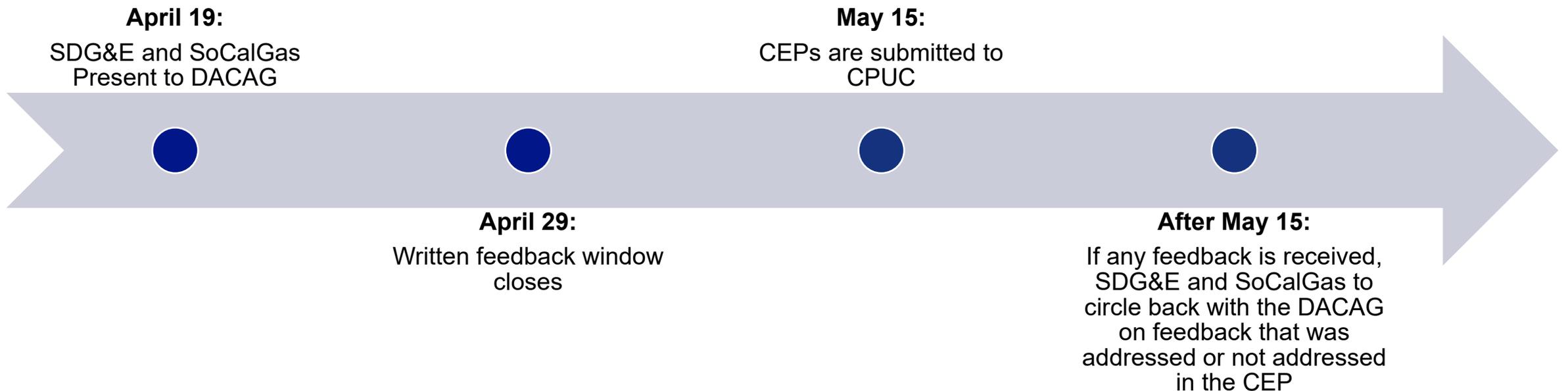


# Feedback Process

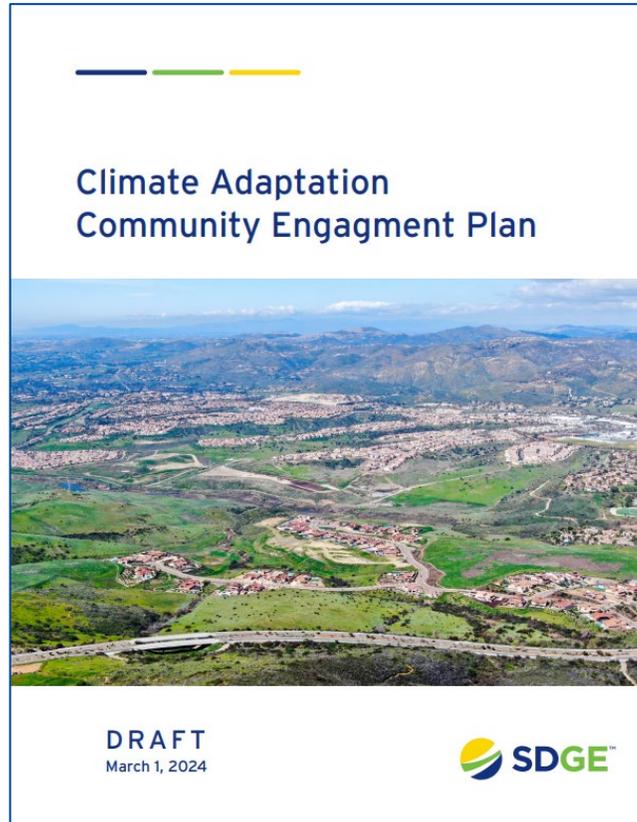
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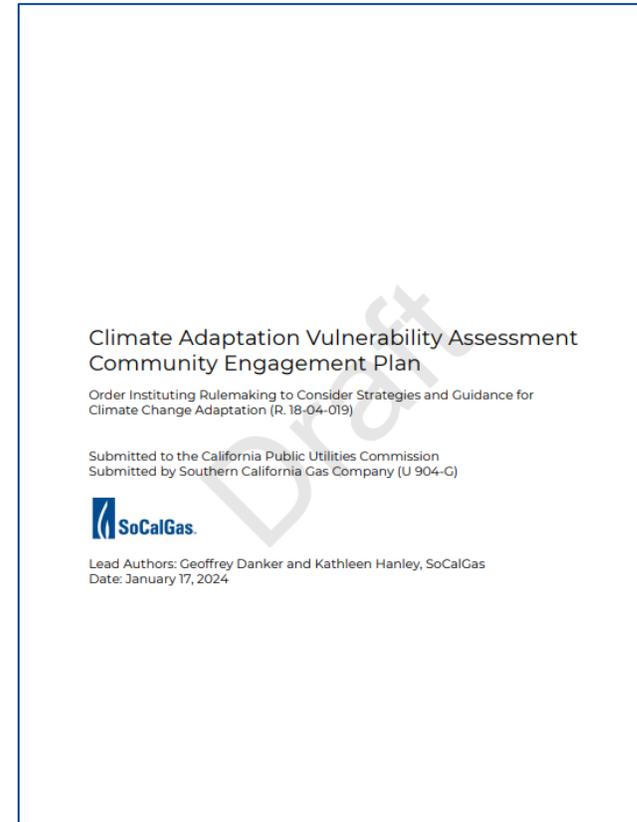
SoCalGas written feedback: [climateadaptation@socalgas.com](mailto:climateadaptation@socalgas.com)



# Draft Community Engagement Plans are available online for feedback



[Link to Draft SDG&E CEP](#)



[Link to Draft SoCalGas CEP](#)