

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Consider
Strategies and Guidance for Climate Change
Adaptation.

Rulemaking 18-04-019

**SOUTHERN CALIFORNIA GAS COMPANY (U 904 G)
COMMUNITY ENGAGEMENT PLAN**

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May 15, 2024

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Pursuant to Commission Decision (D.) 20-08-046, the *Decision on Energy Utility Climate Change Vulnerability Assessments and Climate Adaptation in Disadvantaged Communities (Phase 1, Topics 4 and 5)*, Southern California Gas Company (SoCalGas) hereby files its Community Engagement Plan (Attachment 1 hereto) in compliance with Ordering Paragraph 5 of the Decision.

As required, SoCalGas is serving a copy of the Community Engagement Plan on all parties in the Climate Change Adaptation proceeding (R. 18-04-019), as well as to the Director of the Commission's Energy Division.

Respectfully submitted on behalf of SoCalGas,

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Attachment 1

SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) COMMUNITY ENGAGEMENT PLAN

Climate Adaptation Vulnerability Assessment Community Engagement Plan

Order Instituting Rulemaking to Consider Strategies and Guidance for
Climate Change Adaptation (R. 18-04-019)

Submitted by Southern California Gas Company (U 904-G) to the California
Public Utilities Commission



Date: May 15, 2024

Executive Summary

Southern California Gas Company (SoCalGas) is committed to maintaining and enhancing reliability, resilience, safety, and affordability while understanding and mitigating the effects of climate change. SoCalGas is investing in institutional capacity to integrate climate change risk assessment and vulnerability data into enterprise-wide decision-making. Specifically, SoCalGas has developed this Community Engagement Plan and is conducting a Climate Adaptation Vulnerability Assessment (CAVA) to examine the impacts of climate hazards on its energy infrastructure, operations, and services, as well as the impact on consumers. As climate change continues to impact utilities and the communities they serve, it is more important than ever that SoCalGas and its energy infrastructure is prepared to continue to provide safe, reliable energy to all customers in its service area.

As part of the CAVA process, SoCalGas's Community Engagement Plan (the Plan) summarizes how SoCalGas is and will continue to partner with community leaders, including in underserved and climate-vulnerable communities, to understand and address their concerns about climate change impacts and better understand the unique perspectives and challenges facing these communities. The Plan discusses SoCalGas's work to date in strengthening and developing relationships and communication pathways with the communities SoCalGas serves.

The Plan looks to accomplish the goals, objectives, and best practices outlined below:

1. Meaningful engagement with communities in the service territory, especially those most disadvantaged and vulnerable, to:
 - Understand these communities' climate change concerns and their perceived adaptive capacities.
 - Increase public knowledge of SoCalGas's climate adaptation efforts.
 - Prioritize investments that make SoCalGas's energy infrastructure more climate resilient to reduce climate change impacts on communities.

2. Foster trust with the communities SoCalGas serves through equitable and transparent engagement¹ in collaboration with trusted community leaders.
3. Integrate community feedback and perceptions into the CAVA and future outreach for the Climate Adaptation Program.
4. Prioritize the voices of SoCalGas's service territory members (disadvantaged vulnerable communities, California Tribal Nations, community-based organization [CBO] partners, and local governments) and integrate in the development and success of the Climate Adaptation Program.

The Plan is a guide for equitable, collaborative, transparent, and culturally competent engagement with the communities that SoCalGas serves and highlights partnerships with Tribal Nations, CBOs, and small businesses. In all four of SoCalGas's service areas, SoCalGas has and will continue to:

- Create and gather Regional Advisory Board (RAB) groups comprised of local CBOs that serve underserved and target communities.
- Survey CBO partners early and often to understand how SoCalGas can improve the partnership to support CBOs in future engagement efforts.
- Survey target communities to understand the climate change impacts affecting the communities in SoCalGas's service area.

The execution of the Plan has already begun, and the results of SoCalGas's engagement effort will be included in the CAVA report.

¹ The California Planning Roundtable defines Community Engagement as "Providing opportunities for involvement of the community" and "the spectrum of community engagement ranges from informing and consulting the public to involving, collaborating, and ultimately empowering local communities." See State of California – Governor's Office of Planning and Research, *Ch. 3 Community Engagement and Outreach* at 26, available at: https://opr.ca.gov/docs/OPR_C3_final.pdf.

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Glossary of Terms

ADA	Americans with Disability Act
CalEnviroScreen	California Communities Environmental Health Screening Tool
CAVA	Climate Adaptation Vulnerability Assessment
CBO	Community-based organization
CEC	California Energy Commission
Commission	California Public Utilities Commission
DACAG	Disadvantaged Communities Advisory Group
Del Sol	Del Sol Group
DVCs	Disadvantaged vulnerable communities
Energy utilities	Investor-owned utilities
ESJ	Environmental and Social Justice
Infrastructure	Utility and energy infrastructure
IPCC	Intergovernmental Panel on Climate Change
OIR	Order Instituting Rulemaking
The Plan	Community Engagement Plan
RAB	Regional Advisory Board
SDG&E	San Diego Gas & Electric
SoCalGas	Southern California Gas Company

1 Introduction

Climate change is a continuous global challenge and as stewards of California's energy landscape, investor-owned utilities (IOUs) understand the urgent need for sustainable solutions. SoCalGas and other state utilities play an essential role in the collective effort to address climate change challenges and to achieve California's carbon neutrality goals.

In 2020, the California Public Utilities Commission (Commission) issued an Order Instituting Rulemaking (OIR) or Rulemaking (R. 18-04-019) to require energy utilities to assess and integrate climate change adaptations to provide safe, reliable, and affordable services.

As part of SoCalGas's commitment to equity, transparency, and collaboration with the communities SoCalGas serves, this Climate Adaptation Vulnerability Assessment (CAVA) Community Engagement Plan (the Plan) outlines the strategies and initiatives undertaken in alignment with the Commission's Rulemaking to help achieve equity in climate resilience and adaptation for all community members in SoCalGas's service territory.

As part of conducting the CAVA, the Commission requires IOUs to engage with disadvantaged vulnerable communities (DVCs) within their service territories to understand the unique circumstances that may impact a community's ability to adapt to the challenges posed by current and future climate change impacts. The Commission defines these DVCs through the California Communities Environmental Health Screening Tool (CalEnviroScreen, APPENDIX A), which is a mapping tool developed by the California Office of Environmental Health Hazard Assessment (OEHHA) and uses state and federal data that "helps identify California communities that are most affected by many sources of pollution, and where people are often especially vulnerable to pollution's effects."²

As part of the Plan's development and implementation, SoCalGas has and will continue to regularly communicate with DVCs, Tribal Nations, community-based organizations (CBOs), local governments, and community members to solicit their feedback, offer multiple engagement opportunities, and provide

² OEHHA, *About CalEnviroScreen*, available at: <https://oehha.ca.gov/calenviroscreen/about-calenviroscreen>.

regular updates. Community input and feedback is a key component of SoCalGas's CAVA. The Plan, developed with community and regional partner input, outlines how SoCalGas will work to involve DVCs and other communities in the CAVA and adaptation process.

The Commission asked SoCalGas to include the following in its Plan:

1. How IOUs will define adaptive capacity and promote equity.
2. How IOUs representatives are properly trained to conduct research.
3. How DACAG Equity Framework and CPUC Environmental Social Justice Action Plan were implemented.
4. A summary and acknowledgment of feedback from DVCs and 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 not involved.³

These topics are addressed in the sections below.

2 Review of CAVA Process and Methodology

To address climate change impacts, SoCalGas's CAVA will evaluate the potential vulnerabilities of utility infrastructure and the delivery of utility services to climate change impacts. Through the CAVA, SoCalGas is working to develop adaptive strategies that enhance the resilience of its operations and minimize service disruptions to the communities SoCalGas serves. See the key steps of the CAVA process outlined below.

³ Decision (D.) 20-08-046 at 120-122 (Ordering Paragraph (OP) 5).

Figure 1. Key Steps of the CAVA Process



The CAVA process begins with leveraging the best available climate data from the [Intergovernmental Panel on Climate Change's \(IPCC\) Climate Change 2022: Impacts, Adaptation, and Vulnerability Summary for Policymakers](#) and [California's Fourth Climate Change Assessment: Statewide Summary Report](#) to understand how other CAVAs have been conducted and the results of those assessments. The analysis, evaluation, and data collection process includes reviewing historical climate data and projections of future climate scenarios, as well as information about other IOU's existing utility infrastructure, services, and operations. This assessment allows SoCalGas to gain insight into potential climate-related risks, such as:

- **Temperature Change:** Weather quickly changes from hot to cold or cold to hot.
- **Extreme Temperatures:** Rapidly increasing hot temperatures over time and extended periods of extreme temperatures not typical for the climate.
- **Precipitation (Extreme Rain or Snow Events):** More powerful storms and rain that can cause flooding.
- **Sea Level Rise:** The world's ocean and sea levels are steadily increasing over time.
- **Wildfires:** Uncontrolled fires that spread quickly and are often caused by human activity (e.g., cigarettes, unattended campfires, crop fires, arson, etc.).
- **Cascading Events:** The combination of droughts and powerful storms can create mudslides and landslides.
- **Drought:** Lack of rain for a long period of time.

The CAVA will allow SoCalGas to identify areas or impacts at high risk due to their geographical locations, such as the impact of sea level rise on coastal areas, exposure to climate impacts, and overall utility operations.

2.1 Community Involvement

The Plan's overarching goal is to guide effective engagement with communities in SoCalGas' service territory (especially DVCs) that is tailored to meet the needs of these communities. This Plan was developed to engage with communities throughout SoCalGas's service territory with concise, clear, multilingual, and accessible materials.

To accomplish the engagement process, SoCalGas organized four Regional Advisory Boards (RABs) with one in each service territory region (see Figure 2 below for service territories). The RABs were comprised of local CBOs that represent SoCalGas's service territories both geographically and

demographically. A list of CBO partners in each RAB and factors for identifying CBO partners is included in Section 4.3.1. A summary of feedback received by CBOs on the CAVA methodology is included in

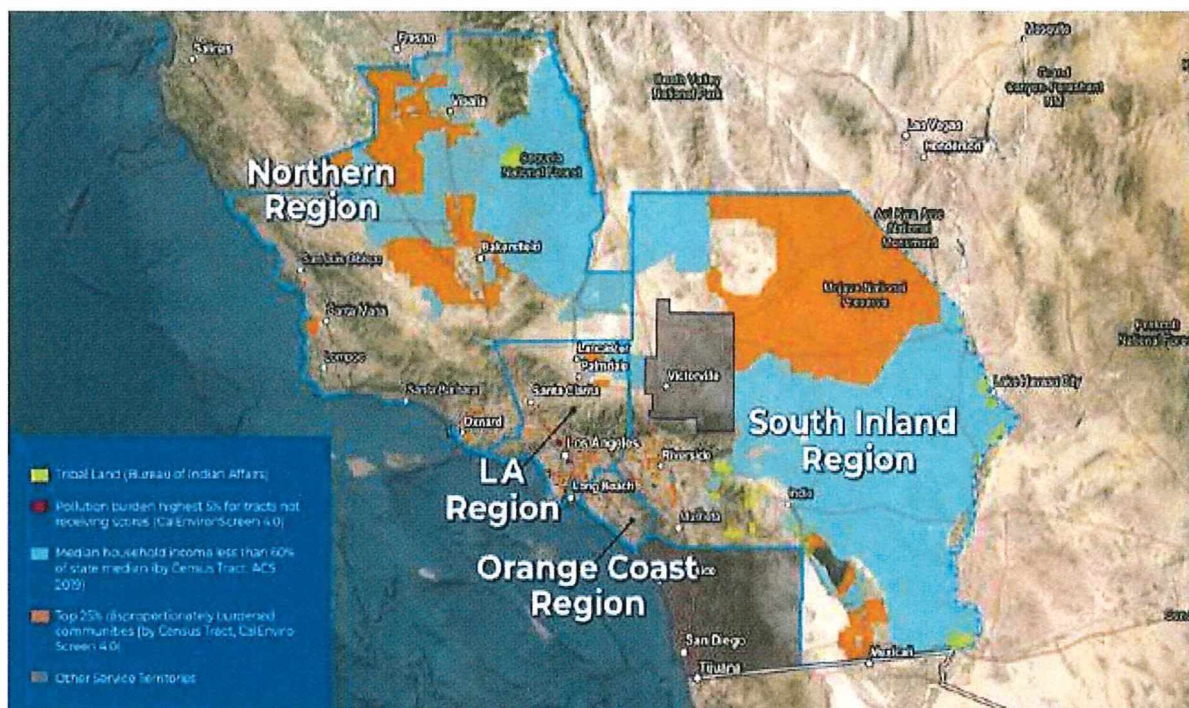
The RABs were selected by researching hundreds of DVC CBOs within SoCalGas's service area and finding CBOs that were eager to participate. In total, there are 27 CBO partners that serve a variety of DVCs throughout the service area. Learn more in Section 4.3.1.

Section 6.2.1. Through the RAB workshops, SoCalGas focused on engaging with its partners to understand their concerns about climate change and how their communities may be vulnerable to the impacts of climate change. SoCalGas's efforts have been rooted in equity and responsiveness to the feedback received from community partners.

SoCalGas held a total of 12 RAB workshops (three for each region) over a span of four months across the service area. CBOs were encouraged to attend in person, but a virtual Microsoft Teams option was included to make the workshops more accessible for CBOs, and all CBO partners were compensated for their time.

A more detailed discussion of CBO partnerships, RAB workshops, and a list of CBO partners is included in Table 3 of Section 4.3.1.

Figure 2. SoCalGas Map of Service Territories and DVCs



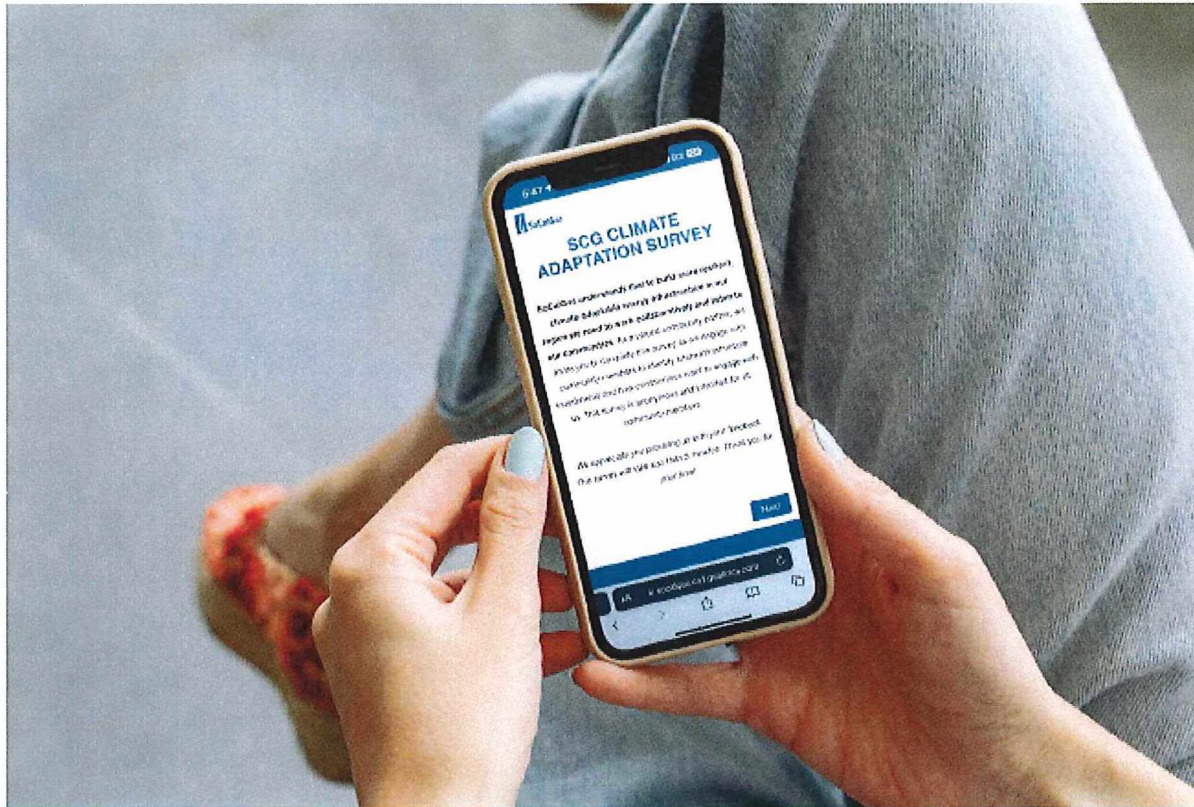
View the full interactive map on the SoCalGas Climate Adaptation webpage: [SoCalGas Disadvantaged and Vulnerable Communities \(arcgis.com\)](https://www.socalgas.com/climate-adaptation/disadvantaged-and-vulnerable-communities).

See APPENDIX B for the larger map and a list of cities within each region.

2.2 Climate Adaptation Program Public Survey

The climate adaptation public survey plays an important role in developing effective engagement, allowing SoCalGas to understand the community's concerns about climate change. The survey consists of 14 Climate Adaptation Program-related questions and eleven optional demographics-related questions. The surveys use a mix of closed and open-ended questions, allowing respondents to express their concerns. The seven climate-related risks mentioned in the introduction to Section 2 were incorporated into the survey to analyze and understand the DVCs regional climate change concerns. SoCalGas also included questions about "in front of the meter" (i.e., gas pipeline replacement, pipeline operations and maintenance, etc.) and "behind the meter" (i.e., gas rebates, weatherization, energy efficient appliances, etc.) investments to gauge how community members would like SoCalGas to prioritize climate adaptation investments.

Figure 3. Example of Public Survey on Cell Phone



To capture the concerns about climate change, the survey will be utilized through multiple approaches, such as social media, email, and community events (digital and printed options) in the following languages to confirm maximum accessibility:

- English
- Arabic
- Spanish
- Simplified Chinese
- Vietnamese
- Korean
- Tagalog
- Punjabi

The survey is also compliant with Section 508 of the Americans with Disabilities Act and accessible for visually impaired individuals as the questions are compatible with screen reading technology.

SoCalGas developed the survey in collaboration with its CBO partners. The survey questions were reviewed, revised, and approved by the CBOs to verify the questions are in plain language, accessible, and resonate with DVCs. Additionally, the CBOs requested the survey be translated into the eight Climate Adaptation Program languages (listed above) and reviewed the translations to confirm accuracy and cultural competence.

2.3 Community Feedback Summary

SoCalGas held three rounds of RAB workshops in the four SoCalGas service territories, which served as a platform to receive valuable insights into regional concerns about climate change and feedback on the CAVA methodology. The feedback collected from the meetings (see Figure 4 below for a summary) came through multiple sources such as direct comments, surveys, and results from three interactive activities including a climate adaptation voting game where CBOs selected the climate impacts they are most concerned about and a budgeting activity where CBOs allocated funds towards different climate impacts. The interactive activities were presented at each RAB workshop and all CBOs were encouraged to participate.

Figure 4. CBOs Feedback Summary



The key themes around climate change that SoCalGas received from the RABs focused on:

- Equal access to resources (e.g., emergency relief services, emergency preparedness kits, food, water, information updates) after a natural disaster (e.g., earthquake) or climate emergency (e.g., extreme heat event).
- Investments in the community (e.g., cooling centers for those impacted by high temperatures).
- Direct communication via text messages during emergencies.

The overarching climate change concerns across the four regions include extreme heat, wildfires, and drought.

Below are the key themes that SoCalGas gathered from the RAB workshops that will inform the development and implementation of the Plan:

Northern Region

- Primary climate concerns: wildfires, drought, extreme heat, and cascading events.
- Expressed concerns about emergency response resources and access to rural communities during a natural disaster.
- Suggested SoCalGas collaborate with local farmers and environmental groups to find solutions to create more climate-resilient communities, such as investing in creating cooling centers.

Los Angeles Region

- Primary climate concerns: Extreme temperature changes, extreme heat, wildfires, and drought.
- Highlighted the importance of communication during climate-related emergencies.
- Advocated for accessible information, translations, and multiple traditional and digital distribution methods.
- Emphasized using listening sessions to gather data from DVCs.

Orange Coast Region

- Primary concerns: extreme heat, extreme temperature changes, wildfires, and drought.

- Expressed concerns about the aging population's resource access during disruptions.
- Proposed improved communication and community engagement.

South Inland Region

- Primary climate concerns: extreme heat, wildfires, and temperature change.
- Discussed climate impacts, like flooding and extreme heat, on agriculture and food security.
- Noted challenges faced by community members with disabilities, individuals with mental health issues, and air quality during wildfires.
- Recommended renewable energy solutions to increase adaptive capacity developed through community partnerships.

3 Guiding Principles for Equitable Engagement

SoCalGas's community engagement process prioritizes the needs of DVCs within its service territory as it conducts the CAVA of its utility infrastructure, operations, and services. These communities are often disproportionately affected by the impacts of climate change, are less resourced and/or have lower adaptive capacity to counter such impacts, and frequently have less reliable access to information about climate change. As such, DVCs require unique levels of support and attention as SoCalGas focuses on making changes or upgrades to its assets, utility infrastructure, operations, and services.⁴

SoCalGas recognizes the importance of collaborating with CBOs that have a strong partnership with DVCs. SoCalGas's team conducted desktop research to identify CBOs and their leaders within the entire service territory, not just within those DVCs identified as having impacted infrastructure, operation, or services. Collaborating with these CBOs allows SoCalGas to gather feedback from the community and understand the unique challenges and vulnerabilities its customers face due to climate change.

⁴ D.20-08-046 at 109 (Conclusion of Law (COL) 7).

3.1 DVCs Explained and Defined

SoCalGas has set out to create an inclusive, community-centered engagement process that gives particular attention to those most affected by climate change.

To meet Commission guidelines, SoCalGas has been directed to engage with DVCs as defined below and a community analysis report was developed to understand the demographics of the service area, as seen in APPENDIX C.

"[C]ommunities in the 25% highest scoring census tracts according to the most recent version of the California Communities Environmental Health Screening Tool (CalEnviroScreen), as well as all California tribal lands, census tracts with median household incomes less than 60% of state median income, and census tracts that score in the highest 5% of Pollution Burden within CalEnviroScreen, but do not receive an overall CalEnviroScreen score due to unreliable public health and socioeconomic data."⁵

To promote equity in the engagement process and to be inclusive of all communities, SoCalGas has expanded this DVC definition to expressly include community members with disabilities.

3.2 Disadvantaged Communities Advisory Group (DACAG) Equity Framework and Application⁶

SoCalGas understands the critical role equity⁷ plays in addressing climate change impacts on DVCs. SoCalGas's Plan outlines how it will engage with its customers and DACAG's Equity Framework is intended to be a guide.

⁵ *Id.* at 108 (COL 2), 119 (OP 1).

⁶ *Id.* at 112 (OP 25-26).

⁷ The California Planning Roundtable states that social equity "ensures that all groups enjoy the benefits of a healthy and prosperous community, with access to housing, transportation, jobs and commerce." See State of California – Governor's Office of Planning and Research, *Ch. 5 Equitable & Resilient Communities* at 196, available at: https://www.opr.ca.gov/docs/OPR_C5_final.pdf.

"In discussing and commenting on various proceedings and programs before the [California Public Utility Commission] CPUC and California Energy Commission (CEC) ensuring that access and adequate resources reach the implementation stage and benefit communities in a meaningful and measurable way."⁸

SoCalGas will accomplish the goals of this framework through the Climate Adaptation Program, Customer Assistance Programs, Aspire 2045 Program, Angeles Link, and a variety of other programs.

In alignment with the Commission's commitment to equity and environmental justice, SoCalGas's Plan incorporates DACAG guiding principles. Below are the two guiding principles on which the Plan is focused.

3.2.1 Health and Safety

Highlight the need to consider public health when implementing energy policies and continue discussing and educating underserved communities about climate-related health risks as well as promoting resiliency to mitigate health issues and costs.

3.2.2 Access and Education

Partner with local leaders and CBOs to distribute educational materials about the Climate Adaptation Program in multiple languages and host informational sessions at community events and pop-ups identified by CBO partners. By engaging directly with the communities and meeting where the people are, SoCalGas aims to capture their concerns related to climate change through surveys and other forms of feedback.

3.3 The Commission's Environmental and Social Justice (ESJ) Action Plan⁹

The Commission defines "environmental justice" as the fair treatment of people of all races, cultures, and incomes with respect to the development,

⁸ CPUC, *Disadvantaged Communities Advisory Group Equity Framework* at 1, available at: https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/energy-division/documents/infrastructure/disadvantaged-communities/dacag-equity-framework.pdf?sc_lang=en&hash=130F6FD0AEA89095CD0EAC455D0C60EE.

⁹ D.20-08-046 at 121 (OP 5(3)).

adoption, implementation, and enforcement of environmental laws, regulations, and policies. The Commission's [ESJ Action Plan](#) serves as a commitment to further ESJ principles and as an operating framework with which to integrate ESJ elements throughout its work. The ESJ is in alignment with the Commission's institutional values of accountability, excellence, integrity, open communication, and stewardship.¹⁰

The Commission characterization of ESJ communities intersects with its definition of DVCs in the Climate Adaptation OIR, and the objectives of the ESJ Action Plan are aligned with the goals of SoCalGas's Plan concerning engagement with DVCs.

Figure 5 below highlights how SoCalGas's goals align with the goals from the Commission's ESJ Action Plan.

¹⁰ CPUC, *Environmental & Social Justice Action Plan – Version 2.0* (April 7, 2022), available at: <https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/news-and-outreach/documents/news-office/key-issues/esj/esj-action-plan-v2iw.pdf>.

Figure 5. Connecting Plan Goals



3.4 DVCs in Service Area

SoCalGas has identified a list of cities, census-designated communities, and unincorporated communities within its service territory and matched these communities with CalEnviroScreen scores and state median income per the Commission's definition of DVCs or underserved communities. If a city, community, census-designated community, or unincorporated area contained at least one census tract designated as DVC according to the Commission's definition, then that city or community was designated as a DVC in SoCalGas's analysis. All tribal lands are considered DVCs per the Commission's definition.¹¹ An interactive map of SoCalGas's service territory and values for each of the components for the Commission's definition of DVCs are available on SoCalGas's climate adaptation webpage.¹² Refer to Figure 2 above for a service territory map.

3.5 Adaptive Capacity of DVCs^{13 14}

According to the IPCC and the Commission, adaptive capacity is the "the ability of systems, institutions, humans, and other organisms to adjust to potential damage, to take advantage of opportunities, or to respond to consequences."¹⁵ In other words, adaptive capacity refers to a community's ability to adjust and respond effectively to changing circumstances, particularly in the face of climate change impacts. By acknowledging each DVC has unique challenges and perspectives in connection with adaptive capacity and resiliency, SoCalGas aims to implement

SoCalGas participated in LA County's Adaptive Capacity Assessment. These assessments are a collaborative, community-led effort with energy utilities acting as stakeholders in the governmental process.

¹¹ D.20-08-046 at 108 (COL 2), 119 (OP 1).

¹² SoCalGas, *Disadvantaged and Vulnerable Communities Map*, available at: <https://socalgas.maps.arcgis.com/apps/webappviewer/index.html?id=a2f74f7e19c0434ba2750612edd361ce>.

¹³ D.20-08-046 at 109 (COL 8).

¹⁴ *Id.* at 119-120 (OP 3).

¹⁵ IPCC, *Climate Change 2014: Impacts, Adaptation, and Vulnerability* (2014), Annex II, Glossary at 1772, available at: https://www.ipcc.ch/site/assets/uploads/2018/02/WGIIAR5-AnnexII_FINAL.pdf.

strategies that cater to their specific needs and are built to enhance their adaptive capacity and overall wellbeing.

According to feedback from CBO partners: the state government, local governments, cities, and town councils in collaboration with CBOs are equipped to assess the resiliency and adaptive capacity of their communities. During the second round of RAB workshops, the CBOs discussed that a partnership between local governments, SoCalGas, and CBOs would be the most impactful way to assess adaptive capacity of DVCs. SoCalGas is exploring partnering with local governments and CBOs to conduct comprehensive adaptive capacity assessments for communities within its service territory, focusing on DVCs.

Additionally, it is essential to understand community members' perceptions of their community's existing adaptive capacity to leverage this information into the strategies identified in this Plan. SoCalGas will obtain this feedback using, but not limited to, the following tactics:

- Surveys
- Small group workshops
- In-person engagement
- Online comment form

The sentiment data obtained from this engagement coupled with findings of the CAVAs will provide SoCalGas with a better understanding of the adaptive capacity and resiliency of the communities in its service territory. Identifying the adaptive capacity of DVCs will help determine adaptation and mitigation measures related to SoCalGas's energy infrastructure upgrades.

3.6 Promoting Equity in DVCs Based on Adaptive Capacity¹⁶

In collaboration with SoCalGas's 27 CBO partners (full list of CBO partners in Section 4.3.1), SoCalGas will continue to engage with DVCs throughout its Climate Adaptation Program. The findings regarding the adaptive capacity of DVCs will influence investments in utility infrastructure and operations. Recognizing different communities possess varying levels of adaptive capacity, SoCalGas will develop tailored approaches that align with the

¹⁶ D.20-08-046 at 110 (COL 13).

specific needs of each community. For instance, communities with higher adaptive capacity might benefit from climate resilience initiatives. Whereas communities with lower adaptive capacity might require more foundational support, such as energy infrastructure investments including pipeline repairs and “behind the meter” investments like bill assistance.

SoCalGas recognizes and honors the generational knowledge that tribal communities have about the lands in SoCalGas’s service territory. The knowledge and feedback from tribal communities will help SoCalGas refine its CAVA methodology and plan future communication efforts, as well as help identify where SoCalGas should prioritize future energy infrastructure investments.

4 Community Engagement Process and Strategic Imperatives

4.1 Goals and Objectives

SoCalGas’s engagement strategy is rooted in equity, transparency, and building trust-based relationships with communities and partners within the service territory.

The overarching goal of the Plan is to guide effective engagement and collaboration with DVCs throughout the CAVA process. Using feedback and input from DVCs and CBOs, the Plan will enable SoCalGas to facilitate meaningful communications in a clear, consistent, proactive, and relevant manner. The goals, objectives, and best practices for the Plan are outlined in the Executive Summary (p. i) and below:

- Engage with communities in the service territory, especially those most disadvantaged and vulnerable to:
 - o Understand these communities’ climate change concerns and their perceived adaptive capacities.
 - o Increase public knowledge of SoCalGas’s climate adaptation efforts.
 - o Prioritize investments that make SoCalGas’s energy infrastructure more climate resilient to reduce climate change impacts on communities.

- Foster trust with the communities SoCalGas serves through equitable and transparent engagement in collaboration with trusted community leaders.
- Integrate community feedback and perceptions into the CAVA and future outreach for the Climate Adaptation Program.
- Prioritize the voices of SoCalGas's service territory members (disadvantaged vulnerable communities, California Tribal Nations, community-based organization [CBO] partners, and local governments) and integrate in the development and success of the Climate Adaptation Program.

SoCalGas understands the urgent need to address climate change and prepare communities and California for the future. With that in mind, SoCalGas takes seriously the feedback it receives from communities, Tribal Nations, CBOs, and local governments. SoCalGas's Plan aims is to be inclusive of all parties and to meet communities where they are by providing information in relevant ways and providing opportunities for feedback so SoCalGas may work as partners to create a more resilient California.

4.2 Plan Approach

Through CBO engagement efforts, including RAB workshops, Tribal Talking Circles, community events, surveys, and online comment forms, SoCalGas is committed to and focused on gaining DVC insight about SoCalGas's CAVA and the community's unique experiences with climate change and its impacts.

This engagement strategy is community-centered, focusing on each community's unique needs, history, experiences, and culture within the service territory. Specifically, with the RABs, SoCalGas took a regional approach. SoCalGas recognizes the communities in each region of its service territory have unique needs, perspectives, and concerns about climate change. To address and acknowledge these regional concerns, SoCalGas created RABs in each service territory region (See Figure 2 above for SoCalGas's Service Territory Map) with the help of CBO partners.

The Plan will be utilized to inform the process and develop tools as noted in Section 4.4 that will meet and exceed the Commission's requirements and communities' needs to drive participation in the engagement process.

The overarching Plan strategy is outlined below in Sections 4.2.1 to 4.2.5.

4.2.1 Emphasis on Equity

Equity is at the center of SoCalGas's Plan, CAVA, and climate adaptation program. The Climate Adaptation Program achieves equity by focusing culturally competent and genuine outreach and engagement efforts on DVCs and reaching these communities through trusted CBOs.

SoCalGas developed an equity-centered, culturally competent, and transparent Plan, focused on connecting with underserved, hard-to-reach communities through the following methods.

Education

During RAB workshops, SoCalGas's CBO partners highlighted the importance of educating CBOs and DVCs about the basics of climate change prior to asking for feedback on the Climate Adaptation Program. To accomplish this educational goal, SoCalGas developed educational Climate Adaptation Program materials to educate community members about climate change, its potential impacts to SoCalGas energy infrastructure and DVCs, and the CAVA process. Refer to the list of Climate Adaptation Program materials in Section 4.2.2.

Also, the presentations at RAB workshops and Tribal Talking Circles touched on the definitions of climate, weather, climate change, climate adaptation, and the impacts of climate change to help educate CBOs and Tribal members prior to outlining the CAVA process.

Additionally, the CBO partners discussed the importance of developing a Climate Adaptation Program video with the purpose of educating community members about the basics of climate change and the Climate Adaptation Program. This video will be accessible with closed captions available in eight languages (outlined below).

Language Inclusivity

As with the Climate Adaptation Program public survey, the Climate Adaptation Program materials are available in the following languages:

- Arabic
- English
- Korean
- Punjabi
- Simplified Chinese
- Spanish
- Tagalog
- Vietnamese

SoCalGas's CBO partners approved this list of languages, and SoCalGas is open to including more language translations upon request from the CBOs, DVCs, or the public. The translations were also reviewed, edited, and approved by the CBO partners to verify the materials are accurate, relevant, and culturally resonant.

Figure 6. Example of Translated Materials



Accessibility

SoCalGas developed materials, including the public survey and digital materials, for the Climate Adaptation Program that utilize plain language and meet the Americans with Disability Act's (ADA) standards for accessibility to accommodate those with visual or hearing impairments. The public survey is compliant with Section 508 of the Americans with Disabilities Act and accessible for visually impaired individuals as the questions are compatible with screen-reading technology. All videos developed for the Climate Adaptation Program will be available with subtitles in Arabic, English, Korean, Punjabi, Simplified Chinese, Spanish, Tagalog, and Vietnamese.

Additionally, to address the digital divide, Climate Adaptation Program materials, including the public survey, are available in print form and can be obtained in-person through CBO partners and at community events. Refer to the full list of Climate Adaptation Program materials in Section 4.2.2.

SoCalGas recognizes the needs of the disability community in its service area. In addition to providing accessible materials, SoCalGas will also take steps to enhance accessibility in all engagement efforts, including at physical locations where events are held, to support the participation of community members with disabilities.

Feedback Opportunities

SoCalGas provides multiple platforms and opportunities for community members to provide input regarding climate change concerns or feedback on the CAVA and engagement process.

Community members have the opportunity to provide feedback through a digital and printed public survey (APPENDIX D), which will be distributed via social media (through SoCalGas's and CBO partners' platforms) and at community events throughout the service area by SoCalGas staff and CBO partners.

Figure 7. Example of Social Media Posts



Customer Assistance Program Connections

To confirm CBO partners and DVCs are getting the most out of engaging with SoCalGas on this Climate Adaptation Program, SoCalGas has shared and will continue to share information about SoCalGas's Customer Assistance Programs in addition to Climate Adaptation Program information.

During the first RAB workshops, the presentation featured information about SoCalGas's available Customer Assistance Programs (*i.e.*, California Alternate Rates for Energy [CARE] Program, Gas Assistance Fund, Energy Savings Assistance Program, Medical Baseline Allowance Program) for CBO partners to share with their communities.

In terms of future engagement, SoCalGas will include materials and contact information for its Customer Assistance Programs in materials and has already included a link to the Customer Assistance Programs webpage in the public survey.

4.2.2 Developing Messaging and Materials

SoCalGas has demonstrated a commitment to cultural competence by collaborating directly with CBO partners in the service territory to develop and review Climate Adaptation Program materials for DVCs that are culturally resonant, informational, and timely. Throughout the RAB process, the CBOs helped SoCalGas tailor and refine messaging and materials to resonate with the communities they serve.

The materials crafted for SoCalGas's Climate Adaptation Program are highlighted in the table below.

Table 1. Climate Adaptation Program Materials

Material	Description and Purpose
Climate Adaptation Program One-Pager	The Climate Adaptation Program one-pager summarizes the OIR, its requirements, and highlights SoCalGas's commitment to providing safe, reliable energy to all customers in the service area.
Climate Adaptation Program Brochure	The brochure outlines how SoCalGas is preparing for California's energy future through the Climate Adaptation Program. The brochure highlights SoCalGas's commitment to providing Californians with safe, reliable, and affordable service. It provides an overview of the OIR.
CAVA Handout	The CAVA handout provides a detailed overview on the components of the CAVA and how SoCalGas will use this information to examine the impact of climate change on its utility infrastructure, operations, and services.

Figure 8. Example of Climate Adaptation Program Materials



4.2.3 “Meeting People Where They Are”

To foster effective and authentic engagement, SoCalGas recognizes the importance of interacting with DVCs in a manner that empowers them. This is achieved by collaborating with trusted community leaders and CBOs who guide these conversations.

Through this collaboration and empowerment effort, SoCalGas created the RAB focus groups, which gather feedback from the various service regions. This feedback allows SoCalGas to comprehend the unique circumstances affecting a community’s ability to navigate challenges posed by current and future climate impacts, verifying a thorough understanding of the diverse needs within these communities.

To actualize the goal of meeting communities where they are, SoCalGas will continue to sponsor and participate in various events within DVCs. Through the distribution of information about the Climate Adaptation Program, solicitation of feedback via surveys, and providing opportunities for

engagement, SoCalGas will play an active role to understand the cultures of the communities it serves.

Collaboration played a pivotal role as SoCalGas leaned on the expertise of CBO partners to help identify where and when to engage with communities. At the second RAB meeting, the CBO partners provided a list of recommended community events to best reach DVCs. See the list of community events identified below.

Table 2. Community Events

Event Name	Date
Agua Dulce County Fair and Parade	September 16, 2023
Rendezvous back to Route 66 Cruisin' Car Show	October 7, 2023
Pathways To Decarbonization	October 12, 2023
Orange County Sustainability Decathlon	October 12, 2023
A Taste of Soul	October 21, 2023
Boyle Heights 5K Run/Munchkin Run	October 21, 2023
YVYLA Pumpkin Patch and Community Resource Fair	October 21, 2023
Agua Dulce Parade of Tables	December 2, 2023

In 2023, the SoCalGas team attended events such as the Orange County Sustainability Decathlon, Agua Dulce County Fair and Parade, and the Huntington Beach Boys and Girls Club benefit. SoCalGas will continue to attend events recommended by CBO partners to share information about the Climate Adaptation Program, gain insight about DVC climate change concerns, and collect data through the Climate Adaptation public survey.

4.2.4 Tribal Engagement

As part of Tribal engagement, SoCalGas has worked closely with nine Tribal Nations and their communities located within the service territory to understand their unique needs and perspectives as it relates to climate change.

Figure 9. Map of Tribal Land in Service Territory with Tribes Engaged



To gain this feedback, SoCalGas contacted and coordinated with the Tribal Nations outlined below to introduce the Climate Adaptation Program and discuss Tribal engagement opportunities through scheduled “talking circles.” Talking circles are opportunities for Tribal leaders and community members to gather and share their perspective, needs, and lived experiences connected to local and regional impacts of climate change and gather feedback on the CAVA process.

The nine Tribal Nations were selected based on their location within SoCalGas’s service territory and their utilization of gas service through SoCalGas utility infrastructure:

1. Agua Caliente Band of Cahuilla Indians
2. Augustine Band of Cahuilla Mission Indians
3. Cabazon Band of Mission Indians
4. Morongo Band of Cahuilla Mission Indians
5. Pechanga Band of Luiseño Mission Indians
6. San Manuel Band of Serrano Mission Indians
7. Santa Ynez Band of Chumash Mission Indians



8. Soboba Band of Luiseño Indians
9. Twenty-Nine Palms Band of Mission Indians

On September 14, 2023, SoCalGas and Soboba Band of Luiseño Indians (Soboba) successfully hosted the first talking circle. Tribal members shared concerns about the impacts of wildfires, floods, and extreme heat on the reservation. The conversation centered around the past, present, and future challenges for the Soboba regarding the impacts of climate change and the community's ability to adapt to these impacts. More details about the talking circle were published by the Soboba Tribal Environmental Department in [The Hemet & San Jacinto Chronicle](#), [Valley News](#), and [Soboba's newsletter](#).

On January 17, 2024, the Pechanga Silver Feathers hosted a talking circle in collaboration with SoCalGas. The talking circle attendees included Pechanga Silver Feather leadership and a representative from Pechanga's Environmental Department. During the meeting, attendees expressed concerns about a variety of climate impacts including flooding, drought, wildfires, and extreme weather patterns (extreme heat and cold), and how they have impacted the reservation. Additionally, tribal members explored the possible need to establish an official community center or resiliency center to prepare for natural disasters and discussed the importance of real-time communication during these disasters. The group also discussed the Climate Adaptation Plan developed by Pechanga's Environmental Department which includes a hazards and mitigations plan and an emergency management plan for the reservation in the event of a climate disaster. At this time, the Tribe is working toward advancing regeneration plants, constructing electric vehicle charging stations through the reservation, and attaining funding for future climate resiliency and adaptation projects. Moving forward, SoCalGas will collaborate with Pechanga's Environmental and Communications Departments to distribute information about the Climate Adaptation Program to the Tribe.

On January 22, 2024, SoCalGas and San Manuel Band of Mission Indians (San Manuel) came together to share ideas. Tribal members shared concerns about prolonged wildfire seasons, flooding risks – especially with drastic elevation changes – and extreme weather and drought on the reservation. The conversation centered around looking farther into the past, rather than just ten to twenty years, as San Manuel has traditionally learned from their ancestors with thousands of years of collective knowledge. Climate resiliency

of the Tribe was also discussed. San Manuel has many backup generators in their casinos and has also installed a reverse phone system in case of emergencies. The Tribe is working towards diversification and expressed their hope that SoCalGas is considering how they can reduce the impacts of climate change as well.

SoCalGas also sponsored and attended the 2024 Western Indian Gaming Conference in February 2024 at the Pechanga Casino Resort. This conference gathers tribal leaders, casino operations managers, policy makers, and industry professionals from across the country to discuss issues facing the tribal government gaming industry. SoCalGas shared materials and information on both the Climate Adaptation Program and the Customer Assistance Programs.

SoCalGas will continue to partner with Tribes in its service territory throughout the Climate Adaptation Program engagement process and look to coordinate talking circles with the remaining Tribes at their convenience.

4.2.5 Regional Advisory Boards and CBO Partnerships¹⁷

SoCalGas's commitment to cultural competence and transparency is evident through its foundational partnerships with CBOs and the collaborative approach taken in RAB workshops, which have played a pivotal role in Plan development and engagement with DVCs.

Throughout the three rounds of RAB workshops, CBOs not only shared their insights and expertise on successful outreach techniques, such as leveraging social media, conducting focus groups, and offering incentives for survey participation, but also actively participated in co-creating engagement strategies tailored to the unique cultural contexts of their communities.

In addition to providing recommendations as to where, when, and how to engage with the communities they serve, CBOs supported the Climate Adaptation Program by functioning as a liaison between SoCalGas and target DVCs since they are trusted leaders in their communities. For this reason, the engagement techniques outlined in this Plan are closely tied to the engagement recommendations of CBO partners. As a part of the RAB commitment, CBOs also provided direct feedback on the Plan outline, the

¹⁷ D.20-08-046 at 121 (OP 5(5)-5(6)).

Plan, and the CAVA methodology. Refer to Sections 6.2, 7.1, and 7.2 for a detailed account of CBO feedback throughout the engagement process.

4.3 Including Community Representatives in Plan Process

SoCalGas's partnerships with key CBOs and community leaders established an engagement process built on collaboration and trust.

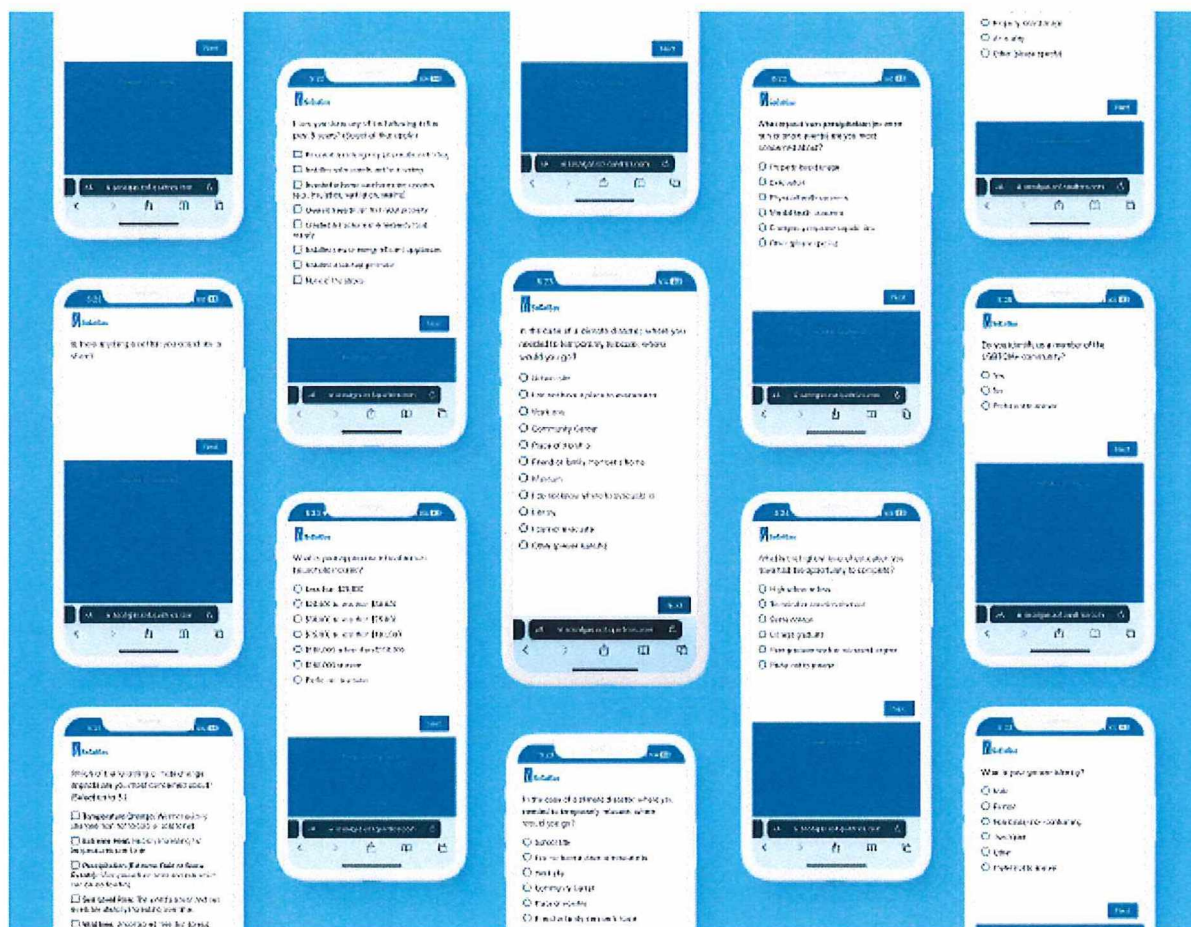
4.3.1 Identifying Representatives and Leadership Roles in Process¹⁸

In October 2022, SoCalGas sent an initial survey to hundreds of CBOs within the service territory (APPENDIX E). Within that survey, CBOs had the opportunity to express interest in participating in the Climate Adaptation Program in one of the following capacities:

1. **Goal Development:** Identifying and developing goals for the CAVA process and outputs.
2. **Scope Analysis:** Determining the overall scope of the CAVA, such as which climate hazards, timeframes, and scenarios should be considered.
3. **Data Gathering:** Gathering data from communities to help identify critical vulnerabilities and priority adaptation needs.
4. **Implementation:** Developing plans on how to integrate SoCalGas's CAVA data into adaptation plans and support regional climate resilience initiatives.
5. **Administration:** Ongoing engagement with SoCalGas throughout the process, such as being part of an advisory group.
6. **Review:** Providing feedback on the findings and outputs from the CAVA.

¹⁸ D.20-08-046 at 112-113 (COL 29, 31-32).

Figure 10. Original Survey



The following factors provided the basis for identifying representatives to serve on SoCalGas's RABs:

1. Should be representatives of CBOs that represent and serve disadvantaged communities and/or communities vulnerable to climate change.
2. Responded to the original CBO survey inquiring about a partnership through the Climate Adaptation Program and indicated an interest in partnering with SoCalGas.
3. Located within the SoCalGas service territory.

Ultimately, the RAB membership reflects the communities within SoCalGas's territory, especially DVCs and those most impacted by climate change.

Function of the Regional Advisory Boards

Recognizing that the DVCs across SoCalGas's territory are diverse in their needs, backgrounds, and experiences with energy and climate change, SoCalGas established four CBO-led RABs designated by the four public affairs territories shown in Figure 2 from Section 2.1: Northern Region, Los Angeles Region, Orange Coast Region, and the South Inland Region.

The RABs represent a diverse cross-sector of DVCs and a variety of focus areas, including:

- Low-income community members
- Youth
- Older adults
- Immigrants
- Small businesses
- People who speak English as a second language
- Agriculture and migrant workers
- ESJ communities
- Community members with disabilities
- Tribal communities

The list below highlights the 27 CBOs that comprise the four RABs.

Table 3. CBO Partners in RABs

Organization	Organizational Focus
Los Angeles RAB	
Girl + Environment	Environmental Justice
Habitat for Humanity of Greater LA	Affordable Housing
LA Chamber of Commerce	Small Business/Entrepreneurship
Mar Vista Family Center	Family Services
Operation Progress LA	Underserved Youth (Education)
Strengths-Based Community Change	Underserved Communities (Community Building, Child Development, Family Well-Being, Education)

Organization	Organizational Focus
Northern RAB	
Agua Dulce Women's Club	Community Services (Rural/Disconnected Community)
Antelope Valley Boys & Girls Club	Underserved Youth
CoLAB Ventura County	Public Education
Community Action Partnership of Kern	Community Services
Conejo Valley Chamber	Small Business/Entrepreneurship
El Concilio	Family Services
Sequoia Riverlands Trust	Environment/Land Conservation
Orange Coast RAB	
Asian Youth Center	Underserved Youth
Boys and Girls Club of Buena Park	Underserved Youth
MECCA	Community Services
Orange County Conservation Corps	Workforce Development/ Environmental
Orange County Hispanic Chamber	Small Business/Entrepreneurship
The Vietnamese Community of Southern California	Community Services
Vital Link	Underserved Youth (Education)
South Inland RAB	
American Indian Chamber of Commerce	Small Business/Entrepreneurship
Community Access Center	Services for the Disabled Community
FIND Food Bank	Food Insecurity
Inland Empire Economic Partnership	Small Business/Entrepreneurship
Making Hope Happen Foundation	Underserved Youth (Education)
Young Visionaries Youth Leadership Academy	Underserved Youth

Organization	Organizational Focus
Youth Action Project	Underserved Youth (Workforce Development)

*Faith-based organizations were invited to be CBO partners and take part in the RAB workshops.

Regional Advisory Board Structure

Each RAB consists of six to seven CBO partners with lived expertise and connections to the communities SoCalGas serves in the Northern, Los Angeles, Orange Coast, and South Inland regions.

To create an environment of co-creation, the RABs helped to develop and revise their groups' charter and bylaws, which provides a high-level overview of the authority, scope, and roles necessary for the success of the Climate Adaptation Program (APPENDIX F).

Each RAB participated in three workshops from June 2023 to October 2023. The workshop dates are outlined in the table below.

Table 4. RAB Workshops

Region	Date	Location
Workshop #1		
Northern	June 6, 2023	SoCalGas Bakersfield Base 85118 McMurtrey Ave Bakersfield, CA 93308
Los Angeles	June 7, 2023	The Gas Company Tower 555 W 5 th St Los Angeles, CA 90013
Orange Coast	June 13, 2023	SoCalGas Anaheim Base 1919 S State College Blvd Anaheim, CA 92806
South Inland	June 14, 2023	SoCalGas Redlands Base 1981 W Lugonia Ave Redlands, CA 92374
Workshop #2		
Orange Coast	August 8, 2023	Orange County Conservation Corps 1853 N Raymond Ave Anaheim, CA 92801

Region	Date	Location
South Inland	August 9, 2023	Young Visionaries Youth Leadership Academy 604 W 4 th St San Bernardino, CA 92410
Northern	August 15, 2023	Community Action Partnership of Kern 5005 Business Park N Bakersfield, CA 92209
Los Angeles	August 16, 2023	Strengths-Based Community Change 540 N Marine Ave Wilmington, CA 90744
Workshop #3		
Northern	October 3, 2023	Ventura County CoLAB 1672 Donlon St Ventura, CA 93003
Los Angeles	October 4, 2023	Mar Vista Family Center 5075 S Slauson Ave Culver City, CA 90230
Orange Coast	October 17, 2023	Vital Link 12365 Lewis St, Suite 101, Garden Grove, CA 92840
South Inland	October 18, 2023	FIND Food Bank 83775 Citrus Ave Indio, CA 92201

The first rounds of RAB workshops were held at SoCalGas facilities to properly welcome CBOs to the RABs. For the second and third sets of workshops, SoCalGas wanted the locations to be convenient for each region. SoCalGas asked the CBOs who would be willing and able to host workshops in their respective regions. The CBOs listed above provided their spaces, including private meeting rooms that supported in-person and virtual meeting participation.

The first workshops focused on the details of SoCalGas's Climate Adaptation Program, the OIR requirements, and the role of the CBOs. In the second workshops, the RABs provided feedback on the Plan outline, the public survey questions, and the community events list. The final workshops

concentrated on attending community events in the service territory and highlighting the timeline for Plan review as well as the timeline for the next phases of the Climate Adaptation Program.

SoCalGas recognizes CBOs face additional challenges and demands when staff members dedicate their time to other projects or initiatives, especially when nonprofits are understaffed and under-resourced. At the same time, SoCalGas also recognizes CBOs have experience, expertise, and deep-seated knowledge of the communities they represent and serve. To acknowledge the added workload and, most importantly, the contributions these organizations provide to the Climate Adaptation Program, SoCalGas compensated each CBO at the rate of \$150 per hour for approximately 50 hours of participation (\$7,500 total), which is in alignment with the [Commission's Equity and Access Grant Program](#).

Regional Advisory Board Role

The CBOs serve on the RABs and as individual consultants to the SoCalGas Climate Adaptation Program, providing key input and guidance on the Plan development and feedback on the CAVA process. The RABs provide a space for meaningful community collaboration by enhancing the Plan process and fulfilling the OIR requirements. Specifically, the RABs add value to the Climate Adaptation Program in the following ways:

- Help provide a more nuanced understanding of regional concerns and the communities SoCalGas serves.
- Focused conversations lead to more detailed feedback that will enable SoCalGas to refine and tailor its climate adaptation efforts and focus future investments.
- Provide guidance on how SoCalGas can centralize resources into target communities, make meaningful investments, and promote equity-based outreach approaches.
- Provide feedback on the Plan, CAVA process, public survey questions, and community events list.

SoCalGas will continue to collaborate with CBO partners throughout the next phases of engagement and for the future of the Climate Adaptation Program.

4.4 Climate Adaptation Program Tools¹⁹

In this section, SoCalGas outlines a comprehensive table of community plan tools designed to inform and collect feedback from the community. SoCalGas's approach focuses on various engagements from in-person to digital engagement and other community-driven focuses.

Table 5. Community Plan Tools

Focus	Tools	Purpose
Climate Adaptation Program Materials	<ul style="list-style-type: none"> • Three handouts • Display boards (23-inch X 36-inch) • Engagement activity 	To inform the audience of the Climate Adaptation Program and increase awareness. Materials will be translated in seven languages besides English.
Digital Engagement	<ul style="list-style-type: none"> • Social media posts • Website updates • Videos • Public-friendly versions of the Plan and CAVA 	To increase awareness with a broader audience, digital engagement will be utilized and SoCalGas will partner with CBOs to gather survey responses through their communication channels.
In-person Outreach and Engagement	<ul style="list-style-type: none"> • Community events and pop-ups • Community workshops • CBO-sponsored events and meetings • Tribal Talking Circles • Conferences 	Meet people where they are to increase participation and obtain diverse feedback from hard-to-reach audiences.
RABs	<ul style="list-style-type: none"> • In-person meetings • Surveys • Handouts 	Partner with local CBOs to understand and collect their communities' concerns about climate change.
Community Analytics	<ul style="list-style-type: none"> • Website map • Demographic analysis 	Identify and understand the community demographics for engagement purposes.

¹⁹ D.20-08-046 at 122 (OP 5(7)).

Focus	Tools	Purpose
Feedback	<ul style="list-style-type: none"> Survey 	Collect data from various sources about climate change.

4.5 Timeline

The Plan-related public engagement began with the SoCalGas DVC Engagement Training in Fall 2022 and continued through March 2024 before filing the Plan in May 2024. A detailed Plan timeline is included in the figure below.

Figure 11. Plan Timeline



The first engagement component focused on developing strategies through a community analytics effort. It included the Commission mandated training and other compartmentalized trainings in preparing and aligning SoCalGas's staffing resources to begin the process work. It also included the production and distribution of educational materials, a project website, a DVC interactive map, and a CBO-driven survey to introduce the initiative and establish an engagement baseline.

The second component of engagement included engaging CBOs and local governments through educational workshops and developing a compensation partnership with key grassroots organizations to collaborate in reaching DVCs at the individual level. This phase focused on enhancing community relationships, educating the community on the initiative, and collecting feedback on the Plan outline.

The third component centered on reaching Tribal Nations and closing participation gaps through engagement and community feedback.

The fourth and final component consisted of bringing the first Plan draft to DVCs, leveraging the relationships, strategies, and tactics developed by the Plan and, at that point, already implemented throughout the first year of this effort.

5 Community Engagement Training²⁰

5.1 SoCalGas Staff DVC Engagement Training

SoCalGas understands the key to successful, meaningful engagement is establishing a relationship based in trust. SoCalGas contracted with a consultant to develop and execute an equity-focused community engagement training program for staff involved with CAVA engagement work. The goal of this training was to provide SoCalGas staff with the knowledge and resources to effectively engage with disadvantaged communities.

SoCalGas's consultant is a grassroots Disadvantaged Business Enterprise and community organizing group with extensive experience working in disadvantaged communities across Southern California.

For this training, the consultant developed a local-focused training to enable SoCalGas staff to not only learn the nuances of effective communication and engagement with DVCs, but also to expand staff's cultural competence needed to successfully meet people where they are.

Thirty-four SoCalGas staff participated in the training. Two training sessions were held on two different dates, with each session lasting approximately six hours.

Prior to the training, SoCalGas's consultant conducted a survey of SoCalGas staff directly involved with the CAVA engagement efforts. The survey focused on SoCalGas staff's comfort and knowledge levels as they related to engagement with DVCs.

These responses helped the consultant identify gaps and further refine and tailor the training to SoCalGas. The core directive of the training was for the consultant to deliver guidance that would provide SoCalGas staff with best

²⁰ D.20-08-046 at 111 (COL 23-24).

practices for engaging with DVCs as well as education on how to improve cultural competence.

More specifically, the training focused on how to engage new and hard-to-reach stakeholder groups and how to build equity-based outreach and engagement programs.

5.2 Climate Adaptation eLearning Module

In addition to the in-person DVC engagement training, SoCalGas developed a Climate Adaptation Program eLearning module in collaboration with San Diego Gas & Electric (SDG&E) for all SoCalGas and SDG&E staff that will engage with DVCs through the Climate Adaptation Program. The purpose of the eLearning module is to introduce staff to climate equity and the Commission's mandates around engaging with ESJ communities and DVCs, as well as to provide best practices for engagement.

The main sections of the module are:

- Introduction to Climate Equity and the Commission's ESJ Mandate
- Identifying and Understanding Target Communities
- Mindful Engagement – Principles and Best Practices
- Strategizing and Implementing Effective Outreach

The eLearning module launched on SoCalGas and SDG&E's internal websites in early 2024. The Companies will continue to update the module as best practices and lessons learned for engagement change over time.

6 Assessing Effectiveness of Engagement Efforts^{21 22}

To accurately assess the effectiveness of SoCalGas's engagement efforts in the initial phase of the CAVA process, SoCalGas surveyed its CBO partners throughout the RAB process, including at the beginning of the partnership and after the final RAB workshop of the year, to gauge what SoCalGas did well and what can be improved in the future. The RAB workshops also served

²¹ D.20-08-046 at 114 (COL 37).

²² *Id.* at 122-124 (OP 7).

as open feedback opportunities for CBOs to provide feedback on the Climate Adaptation Program and engagement process.

6.1 Direct Feedback from DVCs (Public Survey Feedback)

SoCalGas surveyed DVCs in its service territory to gain an understanding of their regional concerns about climate change and how SoCalGas can support communities' energy infrastructure to become more resilient to the impacts of climate change. SoCalGas will continue to work with CBO partners to distribute the public survey throughout the last year of the CAVA process.

6.2 Direct Feedback from CBOs

Throughout the entire RAB process, SoCalGas solicited feedback from CBO partners from the development of the CAVA methodology to regional climate change concerns relative to SoCalGas's energy infrastructure. The direct feedback from CBO partners is outlined in detail below.

6.2.1 CAVA Methodology Feedback

Following the first RAB workshop, CBO partners were provided for review and comment the CAVA methodology, which describes how SoCalGas will identify and prioritize climate change vulnerabilities based on the severity they pose to SoCalGas's energy infrastructure and the communities it serves.

Multiple key themes were identified based on the feedback from CBO partners:

- SoCalGas should collaborate with communities, farmers, and environmental groups to find innovative solutions to create more resilient communities.
- The target audience is DVCs and Small, Minority, Women, and Disadvantaged Businesses.
- Tracking key energy metrics: load flexibility, peak demand, energy affordability, and energy burdens.
- SoCalGas should forecast the number of disconnections over a certain period due to unpaid bills.
- SoCalGas should consider how changes to general rates and energy costs impact the adaptive capacity of DVCs.

- SoCalGas should consider adaptive capacity for multifamily residences and programs that can support tenants and landlords to prepare for climate risks.
- SoCalGas should review a case study on how other DVCs have adapted to new climate risks.

All comments were sent to the CAVA team for review and consideration when developing the CAVA.

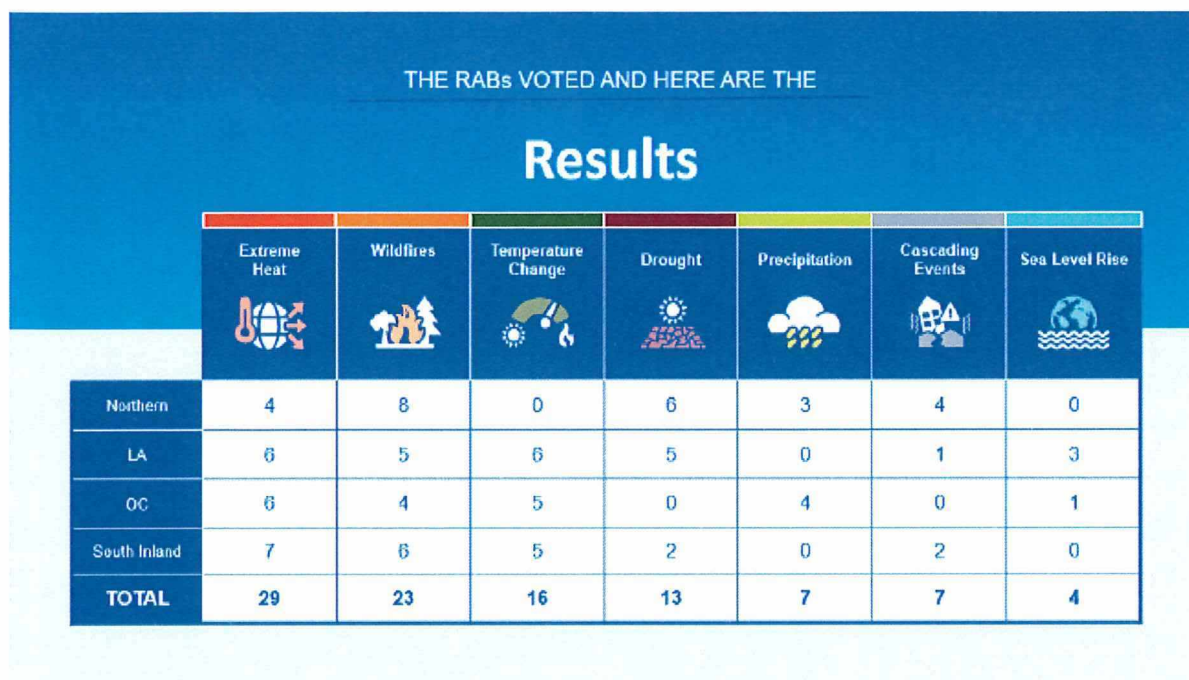
6.2.2 Workshop Activity Feedback

At each RAB Workshop, SoCalGas created an engagement activity for each region to gain a better understanding of regional climate change concerns in its service territory and to discuss the results at the following RAB workshops.

Regional Advisory Board Workshop #1

The engagement activity for the first workshop was an interactive and quantitatively driven activity which encouraged attendees to grab three ping-pong balls and drop them in the cylinder that represented the climate change impacts they were most concerned about. The six cylinders included temperature change, extreme heat, precipitation, sea-level rise, wildfires, and cascading events. See the results of the activity broken down by region in Figure 12.

Figure 12. RAB Workshop #1 Engagement Activity Results

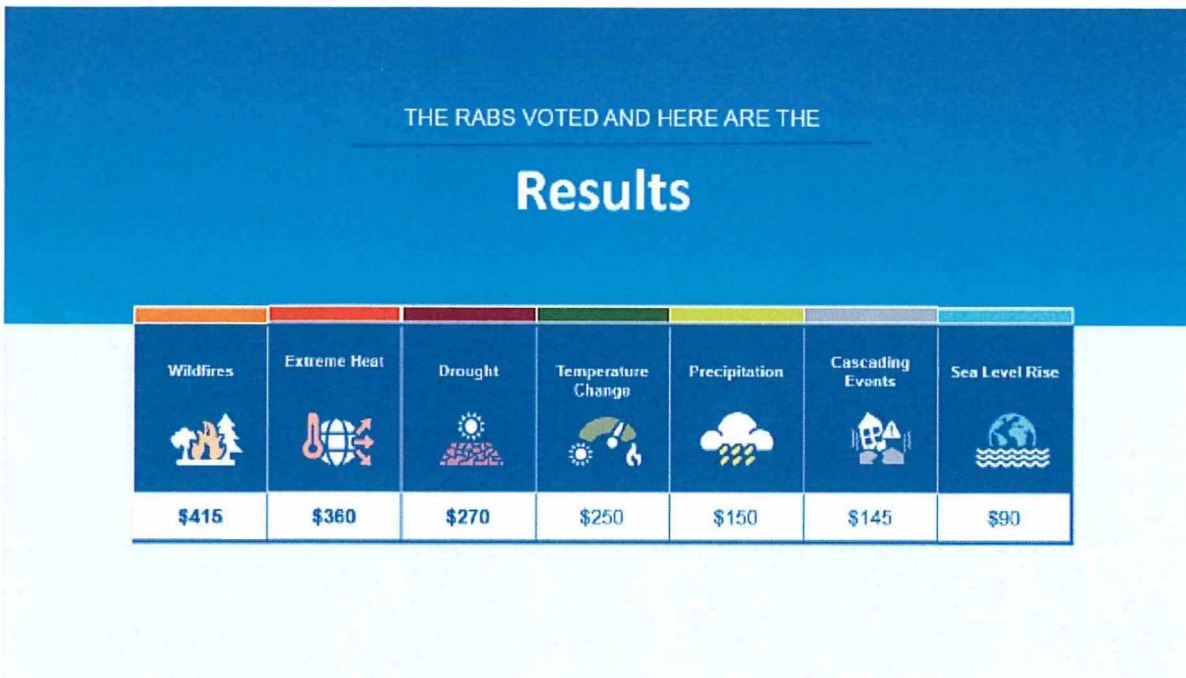


From these results, the most prominent climate change concerns among all the regions were extreme heat, wildfires, and temperature change.

Regional Advisory Board Workshop #2

The engagement activity for the second workshop was presented to attendees through an online form via QR code and a printed handout. Participants were given an imaginary budget of \$100, which they could allocate to climate impacts that needed funding the most. This encouraged participants to prioritize the climate impacts they are most concerned about, and a discussion followed to understand the thought process and the perspectives of the communities they represent. The climate impacts included temperature change, extreme heat, precipitation, sea-level rise, wildfires, drought, and cascading events. The activity results are outlined below in Figure 13.

Figure 13. RAB Workshop #2 Engagement Activity Results



Regional Advisory Board Workshop #3

The engagement activity for the third workshop was presented to attendees through an online form via a Menti.com QR code. Participants were asked a series of questions to understand how RAB members would prioritize certain climate change investments. The results were combined into a word cloud, which displays word answers in an image, with the size of the word proportionate to how many times that word was mentioned.

Overall, the results of the activity indicated that CBO partners would like to see both in front of the meter investments (operations and maintenance, pipeline improvements, etc.) and behind the meter investments (providing DVCs with emergency preparedness equipment, customer assistance programs, etc.) from SoCalGas, to make energy infrastructure and communities more resilient to climate change impacts. For example, when asked "what investments would you like to see SoCalGas implement," CBO partners answered the investment options in the following order:

1. Emergency preparedness equipment
2. Operations and maintenance
3. Customer Assistance Programs

4. Renewable energy
5. Gas rebates
6. Pipeline improvements (moving and replacing pipelines)

Additionally, SoCalGas asked CBO partners, “what other investments would you like to see SoCalGas implement?” The key themes from their responses included:

- Education
- Cooling centers and community resilience centers
- Workforce development
- Youth engagement
- Hydrogen fueling

From these results, DVCs and CBO partners are advising SoCalGas to continue investing in traditional operations and maintenance measures to make its energy infrastructure more resilient while also investing in the resiliency of DVCs by providing emergency preparedness equipment and through Customer Assistance Programs, among others.

6.2.3 Public Facing Materials and Events

SoCalGas’s CBO partners also provided feedback on the public-facing Climate Adaptation Program information, including the public survey and communications materials, and helped develop the list of community events that SoCalGas plans to attend throughout the engagement process.

For the public survey, the CBOs reviewed, revised, and approved the draft to confirm the questions are understandable, accessible, and resonate with DVCs. The overall feedback provided by the CBOs for the public survey and public-facing materials was to make content accessible by writing in plain language. To address this, SoCalGas went through multiple rounds of review and revision with CBO partners.

Additionally, in terms of feedback on the community events list, the CBO partners provided SoCalGas with a list of events taking place in DVC communities across their service territories that SoCalGas should attend during the engagement process.

Refer to Table 2 (Section 4.2.3) for a full list of CBO-suggested community events.

6.2.4 The Plan Feedback

SoCalGas also solicited feedback from CBO partners during the development of the Plan outline and the drafting of the Plan. The feedback provided is discussed in detail in Sections 7.1 and 7.2.

6.2.5 CBO Partner Surveys

To assess the effectiveness of engagement throughout the RAB process, SoCalGas surveyed CBO partners early and often to verify parties were getting the most out of the RAB workshops and engagement.

Initial Workshop Survey

After the first round of RAB workshops, the CBOs were encouraged to provide their feedback on the workshops through a short survey. Overall, the feedback was very positive as the CBOs described the materials and presentations as informative, well-prepared, and thoughtful. In addition to feedback on the workshop, CBOs provided important engagement information, including translation needs for Climate Adaptation Program materials, feedback on SoCalGas's outreach approach, and outreach tactics that will resonate with their constituents. The full survey and list of questions can be found in APPENDIX G.

Regional Advisory Board Assessment

Following the final RAB workshops, SoCalGas asked the CBOs to complete a final assessment of the RAB workshops and overall program. The feedback from CBO partners was very positive when asked about their experience and satisfaction with the Climate Adaptation Program and RAB workshops. CBOs responded that the quality of the workshops, overall program, and program materials (presentations, activities, handouts, etc.) was very high. CBO partners also answered that after attending the RAB workshops, they are familiar with the following topics:

- The purpose of the Climate Adaptation Program and the creation of the RABs.
- Climate change, its potential impacts, and the purpose of SoCalGas's CAVA.
- The Plan purpose and timeline for reviewing the document.

The CBOs also answered that they had opportunities to provide feedback throughout the RAB, their questions were answered by the Climate Adaptation Team, and their feedback is important to SoCalGas. The full survey and list of questions can be found in APPENDIX H.

6.2.6 Open Feedback Opportunities

In addition to the opportunities to provide feedback on public-facing materials and through surveys, the RAB workshops served as an open feedback opportunity for CBOs to ask questions, raise concerns, and discuss topics about climate change and the adaptive capacity of DVCs. Throughout the RAB process, SoCalGas was open to suggestions, concerns, and questions from CBO partners and plans to continue to assess the effectiveness of its Climate Adaptation Program and engagement efforts with these partners.

7 External Feedback on Plan

The CBOs provided valuable feedback. The collaborative approach involved distributing a draft Plan outline to RAB members, who actively participated in refining SoCalGas's strategy for engaging with underserved communities. The intention behind sharing this material is to foster a meaningful dialogue with CBOs, leveraging their insights to tailor an impactful and inclusive plan.

7.1 Feedback on Draft Plan Outline

During the review process, the RABs underscored the importance of a comprehensive list of engagement tactics and recommended providing CBOs with training and a toolkit encompassing necessary Climate Adaptation Program materials. The CBOs, in turn, offered constructive feedback on both the Plan outline and public survey questions. Their suggestions included incorporating regional perspectives, such as the Orange County Community Services' Community Economic Development Fund SWAT Analysis and integrating frameworks like the DACAG Equity Framework and Commission's ESJ Action Plan into the Plan's appendices.

The RAB members highlighted various engagement tactics to enhance the outline, such as mailers, incentives like gift cards or free climate-related giveaways, focus groups, door-to-door and grassroots outreach, and targeted digital campaigns for youth and students. Emphasizing the direct link between SoCalGas and underserved communities' access to basic needs,

such as heat and hot water, emerged as a key point. Additionally, discussions within the RAB revealed differing opinions on determining a community's adaptive capacity with some advocating for collaboration with city or county governments while others stressed the importance of involving CBOs due to their deeper understanding of local communities. Overall, the feedback received provides valuable insights to refine and strengthen SoCalGas's community engagement strategy in the context of climate adaptation.

7.2 Feedback on Draft Plan

The overall feedback from the RAB members on the draft Plan was positive. Questions were raised about data collection methods and the need to reach a broader audience. A comment was made about the need for American Sign Language interpreters in videos for the deaf community. Equity was highlighted as a crucial theme for SoCalGas to apply in their community outreach for the program. Recommendations were made to the digital outreach to partner with influencers to increase visibility and diversity. There was a consideration for alternative methods of data collection, recognizing the potential for survey fatigue. Lastly, there's a specific mention of addressing energy burden, recognizing its impact on community engagement and participation. The need for strategies to mitigate this burden is stressed, linking it to past initiatives, such as utility bill stipends.

As directed by D.20-08-046, SoCalGas also disseminated a draft of the Plan to parties on the service list for the OIR on April 5, 2024, inviting parties to provide feedback. No feedback was received as a result of this service.

SoCalGas also submitted its Plan to the DACAG, and presented the Plan at the DACAG's April 19, 2024, meeting as directed in D.20-08-046. During this meeting DACAG members provided recommendations for the program and future engagement including:

- Not limiting efforts to solely utility-owned investments.
- Make the process equitable for utility and non-utility investments.
- Adapt policies to community-based solutions.
- Build resiliency behind the meter as well.
- Ensure that maps, climate, and other data are accessible to communities.
- Respond to feedback through action.

- Be candid about what challenges utilities face in solving community issues.
- Think outside the box. A status-quo approach will not inspire trust to an issue that's been ongoing.
- Work with communities and organizations that have not been involved in this process.
- Work with agencies and different levels of government to align efforts.

SoCalGas appreciates the feedback from DACAG and will continue to implement and address these recommendations in the next phase of engagement detailed below.

8 Next Steps

8.1 CAVA Outreach and Engagement Strategy for 2024/2025

Following the objectives of the Plan outlined in the OIR, SoCalGas developed a roadmap to guide its outreach and engagement activities for the upcoming year (May 2024 to May 2025) to continue engaging DVCs, Tribal Nations, and the community at large. SoCalGas will continue to utilize the strategies identified and refined in collaboration with CBO partners through the Plan development process. This roadmap builds on the outreach and engagement plan that SoCalGas created to guide engagement in parallel with the development of the Plan. The final year of the development of the CAVA will be essential in working with DVCs to identify and prioritize investments toward making SoCalGas's energy infrastructure and communities more resilient and mitigating climate change impacts.

8.1.1 CBO and DVC Engagement

In the next phase of engagement, SoCalGas will continue to compensate existing CBO partners to build these relationships and reach DVCs through trusted sources and communication channels. SoCalGas will also continue to partner with the CBOs to distribute program materials and public surveys to DVCs and attend community events suggested and hosted by CBOs. In 2024, SoCalGas will attend the CBO-recommended events listed in Table 6 in addition to other diverse community events SoCalGas participates in throughout the service territory.

By attending these events, publishing social media posts, and collaborating with CBO partners, SoCalGas will continue to collect feedback on its public survey to understand the community's concerns about climate change and what investments the public would like SoCalGas to make to create more resilient communities.

SoCalGas's goal for the final execution of the Plan is to receive more than 1,000 survey responses from DVCs. The data collected from these surveys is crucial to identify the impacts of climate change on DVCs, strategies to foster resilience in local communities, and engagement tactics both effective and culturally competent.

Below is a table highlighting key community engagement activities and tools designed to confirm ongoing efforts maintain a steady momentum through 2024 and into 2025.

Table 6. 2024 Key Community Engagement Activities

Activities and Tools	Purpose	Timeline
Climate Adaptation Program Materials	Inform and educate the community about the Climate Adaptation Program and increase awareness of the CAVA process and purpose.	2024
Digital Engagement: Infographic Video	Utilize digital engagement to increase awareness and educate a broader audience. Partner with CBOs to gather survey responses through their digital communication channels.	2024
In-person Outreach and Engagement: Community Events	Grassroots engagement and meeting people where they are to increase participation and obtain diverse feedback from hard-to-reach audiences.	2024
RAB Workshops	Ongoing partnership with local CBOs to understand their communities' concerns about climate change and identify and prioritize investments towards strengthening the resilience of SoCalGas' infrastructure mitigating climate impacts.	2024

Activities and Tools	Purpose	Timeline
Public Survey	Continue distributing the public survey through social media, community events, and the Climate Adaptation website and collect DVC response data.	2024

8.1.2 Tribal Engagement

During the next phase of engagement, SoCalGas will continue to partner with Tribal Nations in its service territory and coordinate talking circles with the remaining Tribes at their convenience. Through these talking circles, SoCalGas seeks to understand the unique needs and perspectives of each Tribe as it relates to climate change and gain feedback on the CAVA process.

SoCalGas will schedule talking circles in 2024 with the following Tribal Nations:

- Agua Caliente Band of Cahuilla Indians
- Augustine Band of Cahuilla Mission Indians
- Cabazon Band of Mission Indians
- Morongo Band of Cahuilla Mission Indians
- Pechanga Band of Luiseño Mission Indians
- San Manuel Band of Serrano Mission Indians
- Santa Ynez Band of Chumash Mission Indians
- Twenty-Nine Palms Band of Mission Indians

Talking circles will be scheduled at the convenience of the Tribes, and the format is flexible to fit each group's unique needs and preferences. SoCalGas will provide comprehensive talking circles, including coordinating meeting logistics, providing Climate Adaptation Program materials, developing presentations, and other strategies mentioned in the Plan.

8.2 Plan Results and Conclusion

SoCalGas's CAVA will be filed in May 2025, and will incorporate the initial results of the Plan, including public survey data, utility infrastructure and community investments recommendations, and engagement updates, into the Community Resilience section and Climate Adaptation Recommendations.



SoCalGas is committed to strengthening the genuine partnerships with community stakeholders and its customers. Developing this Plan would not be possible without the partnership and work of community leaders across the SoCalGas service territory. To the community partners in this Climate Adaptation Program, thank you for your partnership, hard work, and commitment to creating a more climate resilient Southern California.