

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



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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 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 initial results of SoCalGas's engagement effort will be included in the CAVA report.

¹The [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."

Contents

1	Introduction	1
2	Review of CAVA Process and Methodology	2
2.1	Community Involvement	3
2.2	Climate Adaptation Program Public Survey	5
2.3	Community Feedback Summary	6
3	Guiding Principles for Equitable Engagement	8
3.1	DVCs Explained and Defined	9
3.2	Disadvantaged Communities Advisory Group (DACAG) Equity Framework and Application	10
3.2.1	Health and Safety	10
3.2.2	Access and Education	10
3.3	The Commission’s Environmental and Social Justice (ESJ) Action Plan	11
3.4	DVCs in Service Area	13
3.5	Adaptive Capacity of DVCs	13
3.6	Promoting Equity in DVCs Based on Adaptive Capacity	14
4	Community Engagement Process and Strategic Imperatives	15
4.1	Goals and Objectives	15
4.2	Plan Approach	16
4.2.1	Emphasis on Equity	17
4.2.2	Developing Messaging and Materials	21
4.2.3	“Meeting People Where They Are”	23
4.2.4	Tribal Engagement	24
4.2.5	Regional Advisory Boards and CBO Partnerships	26
4.3	Including Community Representatives in Plan Process	27
4.3.1	Identifying Representatives and Leadership Roles in Process	27
4.4	Climate Adaptation Program Tools	34
4.5	Timeline	35
5	Community Engagement Training	37
5.1	SoCalGas Staff DVC Engagement Training	37
5.2	Climate Adaptation eLearning Module	38
6	Assessing Effectiveness of Engagement Efforts	38
6.1	Direct Feedback from DVCs (Public Survey Feedback)	39
6.2	Direct Feedback from CBOs	39
6.2.1	CAVA Methodology Feedback	39
6.2.2	Workshop Activity Feedback	40
6.2.3	Public Facing Materials and Events	43
6.2.4	The Plan Feedback	43
6.2.5	CBO Partner Surveys	43
6.2.6	Open Feedback Opportunities	44

7	External Feedback on Plan	44
7.1	Feedback on Draft Plan Outline	45
7.2	Feedback on Draft Plan.....	45
8	Next Steps	46
8.1	CAVA Outreach and Engagement Strategy for 2024/2025.....	46
8.1.1	CBO and DVC Engagement.....	46
8.1.2	Tribal Engagement	48
8.2	Plan Results and Conclusion.....	48

Tables

Table 1.	Climate Adaptation Program Materials.....	22
Table 2.	Community Events.....	23
Table 3.	CBO Partners in RABs.....	30
Table 4.	RAB Workshops	32
Table 5.	Community Plan Tools.....	35
Table 6.	2024 Key Community Engagement Activities.....	47

Figures

Figure 1.	Key Steps of the CAVA Process.....	2
Figure 2.	SoCalGas Map of Service Territories and DVCs.....	4
Figure 3.	Example of Public Survey on Cell Phone.....	5
Figure 4.	CBOs Feedback Summary	7
Figure 5.	Connecting Plan Goals	12
Figure 6.	Example of Translated Materials.....	19
Figure 7.	Example of Social Media Posts.....	20
Figure 8.	Example of Climate Adaptation Program Materials.....	22
Figure 9.	Map of Tribal Land in Service Territory with Tribes Engaged	24
Figure 10.	Original Survey.....	28
Figure 11.	Plan Timeline.....	36
Figure 12.	RAB Workshop #1 Engagement Activity Results	40
Figure 13.	RAB Workshop #2 Engagement Activity Results	41

Appendices

- APPENDIX A. CalEnviroScreen DVC Report (In Progress)
- APPENDIX B. SoCalGas Region Map with Cities (DVC List)
- APPENDIX C. Community Analysis Report
- APPENDIX D. Public Survey
- APPENDIX E. October 2022 CBO Survey
- APPENDIX F. RAB Charter and Bylaws
- APPENDIX G. Initial Workshop Survey Questions
- APPENDIX H. RAB Assessment

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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 Group	Del Sol
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 (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 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 regular updates. Community input and feedback is a key component of

² <https://oehha.ca.gov/calenviroscreen/about-calenviroscreen>.

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.

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.

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 and a summary of feedback received by CBOs on the CAVA methodology is included in Section 6.2.1. Through the RAB workshops, SoCalGas focused on engaging

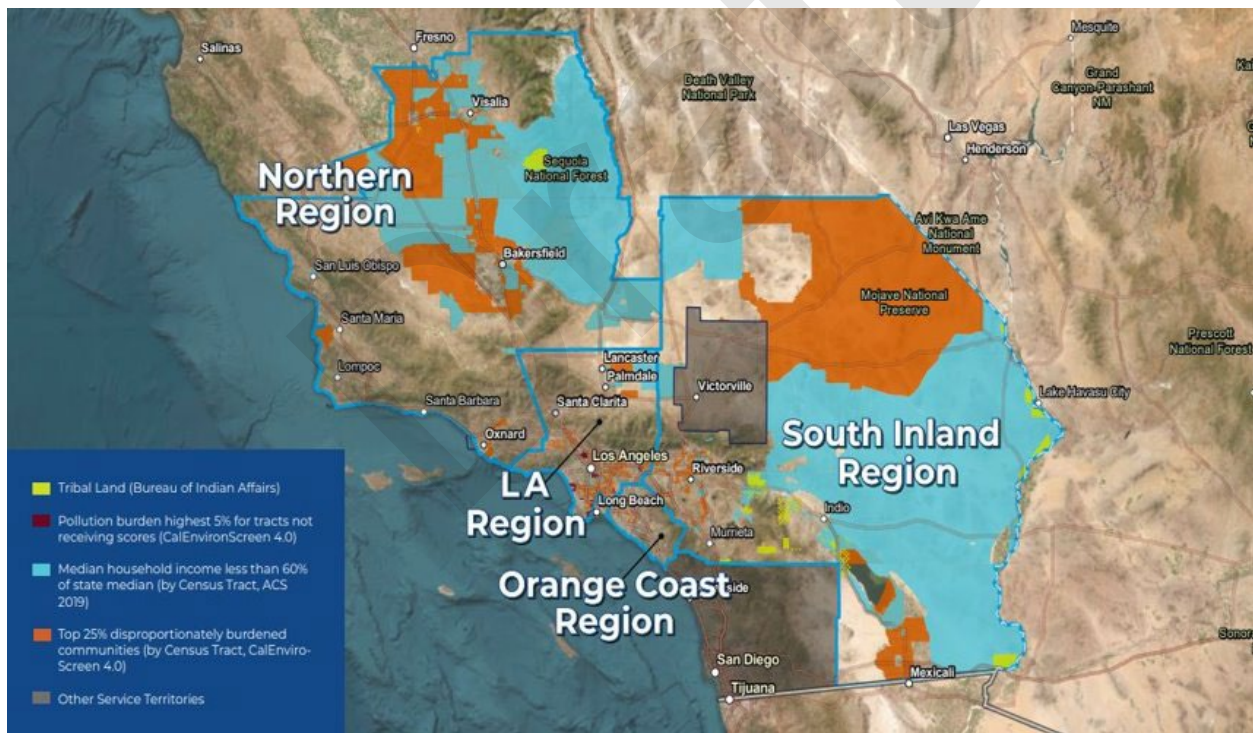
The RABs were selected by researching hundreds of DVC CBOs within SoCalGas's service area and finding CBOs that were eager to participate. In total, there are 27 CBO partners that serve a variety of DVCs throughout the service area. Learn more in Section 4.3.1.

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



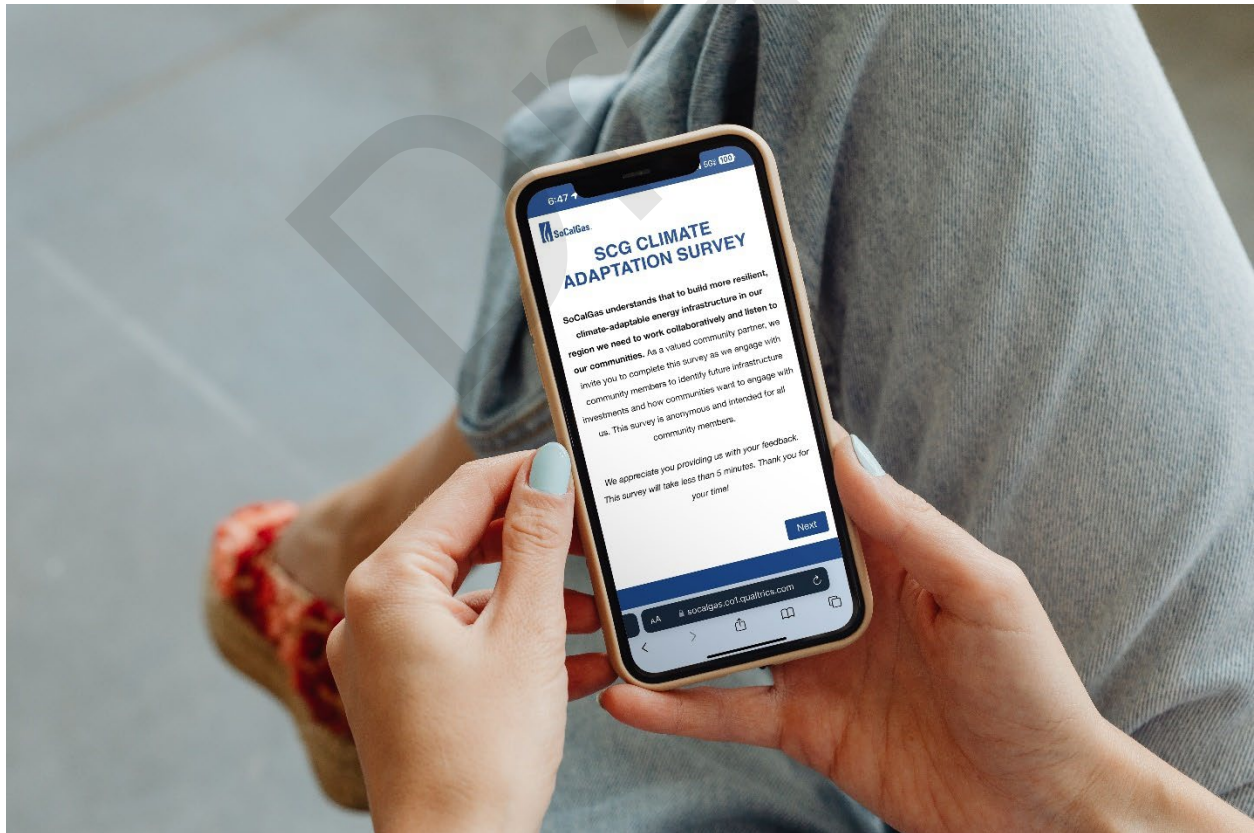
View the full interactive map on the SoCalGas Climate Adaptation webpage: [SoCalGas Disadvantaged and Vulnerable Communities \(arcgis.com\)](https://www.socalgas.com/climate-adaptation/so-cal-gas-disadvantaged-and-vulnerable-communities).

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 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.³

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 allow SoCalGas to gather feedback from the community and understand the unique challenges and vulnerabilities its customers face due to climate change.

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.”⁴

³ OIR, Conclusions of Law, pg. 115, #7.

⁴ OIR, Conclusions of Law, pg. 113 + 124.

3.2 Disadvantaged Communities Advisory Group (DACAG) Equity Framework and Application⁵

SoCalGas understands the critical role equity⁶ 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.

“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.”⁷

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 our CBO partners. By engaging directly with the communities and meeting

⁵ OIR, Conclusions of Law, pg. 116, #25-26.

⁶ 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.”

⁷ DACAG Equity Framework, pg. 1.

where the people are, SoCalGas aims to capture their concerns related to climate change through surveys.

3.3 The Commission’s Environmental and Social Justice (ESJ) Action Plan⁸

The Commission defines “environmental justice” as the fair treatment of people of all races, cultures, and incomes with respect to the development, 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.⁹

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.

The Figure below highlights how SoCalGas aligns with the goals from the Commission’s ESJ Action Plan.

⁸ OIR, ORDER, pg. 126, #3.

⁹ Commission ESJ Action Plan.

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.¹⁰ 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.¹¹ Refer to Figure 2 above for a service territory map.

3.5 Adaptive Capacity of DVCs^{12 13}

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.”¹⁴ 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.

¹⁰ OIR ORDER, pg. 12, #7.

¹¹ SoCalGas DVC map here: <https://socalgas.maps.arcgis.com/apps/webappviewer/index.html?id=a2f74f7e19c0434ba2750612edd361ce>.

¹² OIR, Conclusions of Law, pg. 114, #8.

¹³ OIR, ORDER, pg. 125, #3.

¹⁴ IPCC, 2014: Climate Change 2014: Impacts, Adaptation, and Vulnerability, Annex II, Glossary, p. 1772, 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 Capacity¹⁵

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

¹⁵ OIR, Conclusions of Law, pg. 115, #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 the SoCalGas 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:
 - 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.

- 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 our 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 aims to create a Plan that is inclusive of all parties and meets communities where they are by providing information in relevant ways and providing opportunities for feedback so we 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 has 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 the third round of 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 for the first 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

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

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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

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 will 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 to verify this information is accessible to all DVCs SoCalGas serves.

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. For example, CBOs provided SoCalGas with feedback to develop materials in plain language and suggested creating a short video to introduce the concept of climate change to community members and outline the Climate Adaptation Program.

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 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 graciously 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 at this program's third talking circle. 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 hopes 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 Partnerships¹⁶

SoCalGas's commitment to cultural competence and transparency is evident through its foundational partnerships with CBOs and the collaborative

¹⁶ OIR, ORDER, pg. 126, #5-6.

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 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 Process¹⁷

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.

¹⁷ OIR, Conclusions of Law, pg. 117-118, #29, 31-32.

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.

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 the SoCalGas territory, especially DVCs, and those most impacted by climate change.

Function of the Regional Advisory Boards

Recognizing 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)
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

Organization	Organizational Focus
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
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
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

Region	Date	Location
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.

Additionally, 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 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 Tools¹⁸

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.

¹⁸ OIR, ORDER, pg. 127, #7.

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

4.5 Timeline

The first phase of Plan-related engagement began in Fall 2022 and will continue through March 2024.

Figure 11. Plan Timeline



The engagement will be phased out to continue building and developing relationships with target audience groups. Audience-specific timelines are explored in greater detail below.

The first engagement phase focused on developing strategies through a community analytics effort. It includes the OIR-mandated training and other compartmentalized trainings in preparing and aligning SoCalGas’s staffing resources to begin the OIR 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 phase of engagement includes 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 will focus on enhancing community relationships, educating the community on the initiative, and collecting feedback on the draft Plan outline.

The third phase centers on reaching Tribal Nations and closing participation gaps through engagement and community feedback.

The fourth and final phase consists 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.

Once SoCalGas collects the DVC’s feedback, it will refine the Plan draft and finalize it ahead of submitting it to the Commission.

5 Community Engagement Training¹⁹

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 provide guidance that would provide SoCalGas staff with best practices for engaging with DVCs as well as education on how to improve cultural competence.

¹⁹ OIR, Conclusions of Law, pg. 116, #23-24.

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 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 will launch 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^{20 21}

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

²⁰ OIR, Conclusions of Law, pg. 119, #37.

²¹ OIR, ORDER, pg. 128-129, #7.

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.

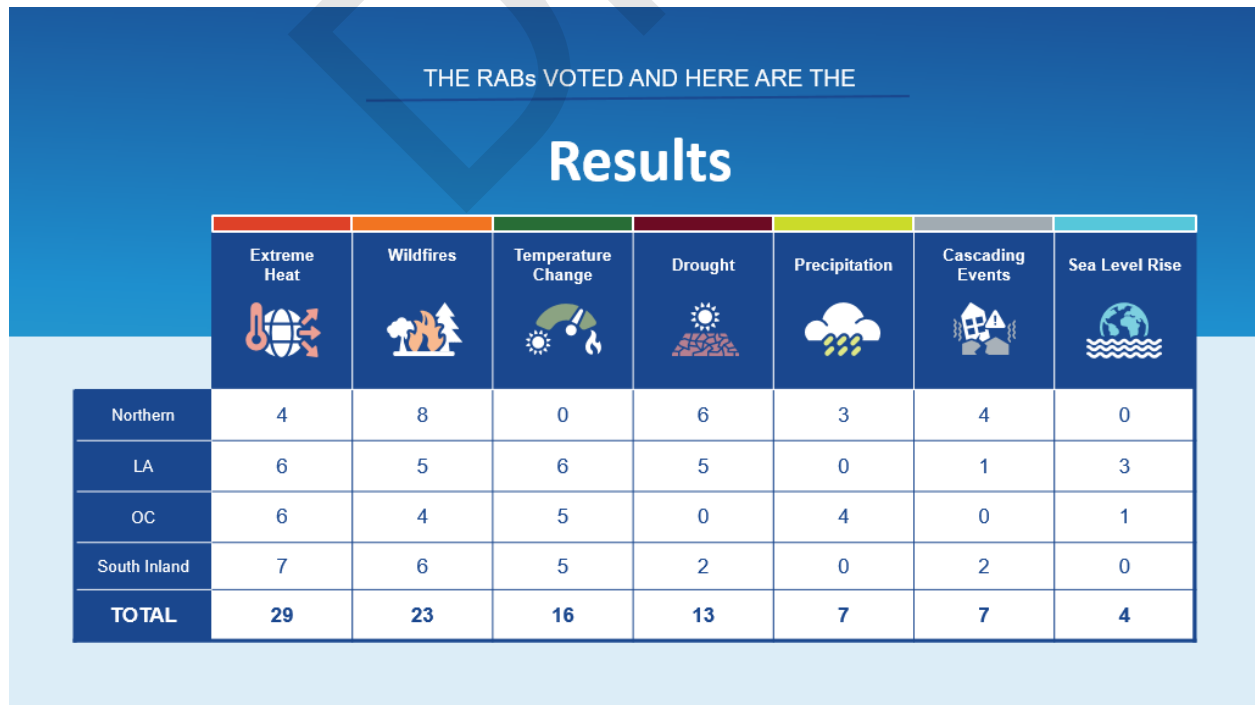
6.2.2 Workshop Activity Feedback

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 13.

Figure 12. RAB Workshop #1 Engagement Activity Results



From these results, clearly 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 14.

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 pushing for 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 that 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' 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 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, and members provided comments on the overall Plan. 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.

[DACAG feedback will go here.]

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 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
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 by 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.



APPENDIX A. CalEnviroScreen DVC Report (In Progress)

Draft



APPENDIX B. SoCalGas Region Map with Cities (DVC List)

Draft

COUNTY	CITY
Los Angeles	Alhambra
Orange	Aliso Viejo
Orange	Anaheim
Los Angeles	Arcadia
Kern	Arvin
Kings	Avenal
Los Angeles	Azusa
Kern	Bakersfield
Los Angeles	Baldwin Park
Riverside	Banning
Riverside	Beaumont
Los Angeles	Bell
Los Angeles	Bell Gardens
Los Angeles	Bellflower
Riverside	Blythe
Los Angeles	Bradbury
Imperial	Brawley
Orange	Brea
Orange	Buena Park
Los Angeles	Burbank
Imperial	Calexico
Kern	California City
Imperial	Calipatria
Riverside	Canyon Lake
Los Angeles	Carson
Riverside	Cathedral City
Los Angeles	Cerritos
San Bernardino	Chino
San Bernardino	Chino Hills
Los Angeles	Claremont
Riverside	Coachella
San Bernardino	Colton
Los Angeles	Commerce
Los Angeles	Compton
Kings	Corcoran
Riverside	Corona
Orange	Costa Mesa
Los Angeles	Covina
Los Angeles	Cudahy
Los Angeles	Culver City
Orange	Cypress
Kern	Delano
Riverside	Desert Hot Springs
Los Angeles	Diamond Bar
Tulare	Dinuba
Los Angeles	Downey
Los Angeles	Duarte
Riverside	Eastvale
Imperial	El Centro
Los Angeles	El Monte
Los Angeles	El Segundo
Tulare	Exeter
Tulare	Farmersville
San Bernardino	Fontana
Fresno	Fowler
Orange	Fullerton
Orange	Garden Grove
Los Angeles	Gardena
Los Angeles	Glendale
Santa Barbara	Goleta
San Bernardino	Grand Terrace

Santa Barbara	Guadalupe
Kings	Hanford
Los Angeles	Hawaiian Gardens
Los Angeles	Hawthorne
Riverside	Hemet
San Bernardino	Highland
Orange	Huntington Beach
Los Angeles	Huntington Park
Imperial	Imperial
Riverside	Indian Wells
Riverside	Indio
Los Angeles	Industry
Los Angeles	Inglewood
Orange	Irvine
Los Angeles	Irwindale
Riverside	Jurupa Valley
Fresno	Kingsburg
Orange	La Habra
Los Angeles	La Mirada
Los Angeles	La Puente
Riverside	La Quinta
Los Angeles	La Verne
Orange	Laguna Hills
Orange	Laguna Woods
Riverside	Lake Elsinore
Orange	Lake Forest
Los Angeles	Lakewood
Los Angeles	Lancaster
Los Angeles	Lawndale
Kings	Lemoore
Tulare	Lindsay
San Bernardino	Loma Linda
Los Angeles	Lomita
Santa Barbara	Lompoc
Los Angeles	Long Beach
Los Angeles	Los Angeles
Los Angeles	Lynwood
Los Angeles	Manhattan Beach
Kern	Maricopa
Los Angeles	Maywood
Kern	McFarland
Riverside	Menifee
Los Angeles	Monrovia
San Bernardino	Montclair
Los Angeles	Montebello
Los Angeles	Monterey Park
Riverside	Moreno Valley
San Bernardino	Needles
Orange	Newport Beach
Riverside	Norco
Los Angeles	Norwalk
San Bernardino	Ontario
Orange	Orange
Fresno	Orange Cove
Ventura	Oxnard
Riverside	Palm Desert
Riverside	Palm Springs
Los Angeles	Palmdale
Los Angeles	Paramount
Fresno	Parlier
Los Angeles	Pasadena
San Luis Obispo	Paso Robles

Riverside	Perris
Los Angeles	Pico Rivera
Orange	Placentia
Los Angeles	Pomona
Ventura	Port Hueneme
Tulare	Porterville
San Bernardino	Rancho Cucamonga
Riverside	Rancho Mirage
San Bernardino	Redlands
Los Angeles	Redondo Beach
Fresno	Reedley
San Bernardino	Rialto
Kern	Ridgecrest
Riverside	Riverside
Los Angeles	Rosemead
San Bernardino	San Bernardino
Los Angeles	San Dimas
Los Angeles	San Fernando
Los Angeles	San Gabriel
Riverside	San Jacinto
San Luis Obispo	San Luis Obispo
Fresno	Sanger
Orange	Santa Ana
Santa Barbara	Santa Barbara
Los Angeles	Santa Fe Springs
Santa Barbara	Santa Maria
Los Angeles	Santa Monica
Ventura	Santa Paula
Orange	Seal Beach
Fresno	Selma
Kern	Shafter
Los Angeles	South El Monte
Los Angeles	South Gate
Orange	Stanton
Kern	Taft
Kern	Tehachapi
Riverside	Temecula
Los Angeles	Temple City
Los Angeles	Torrance
Tulare	Tulare
Orange	Tustin
San Bernardino	Twentynine Palms
San Bernardino	Upland
Ventura	Ventura
Los Angeles	Vernon
Tulare	Visalia
Los Angeles	Walnut
Kern	Wasco
Los Angeles	West Covina
Los Angeles	West Hollywood
Orange	Westminster
Imperial	Westmorland
Los Angeles	Whittier
Riverside	Wildomar
Tulare	Woodlake
San Bernardino	Yucaipa
San Bernardino	Yucca Valley



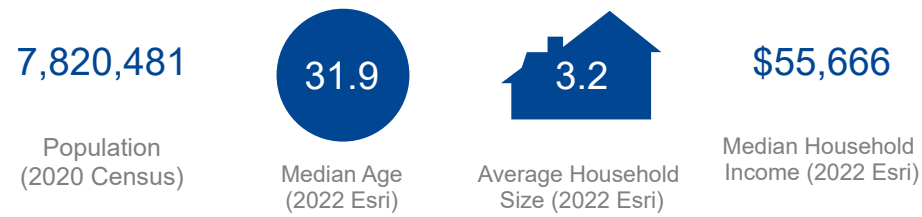
APPENDIX C. Community Analysis Report

Draft

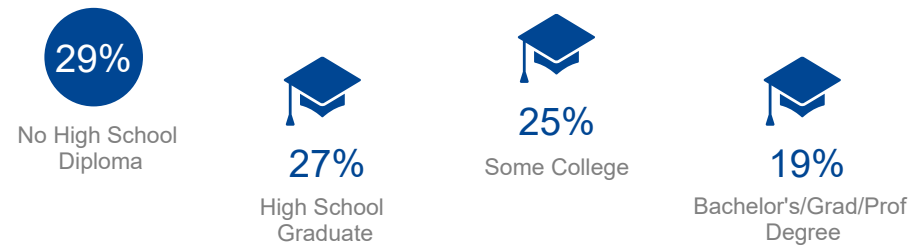
DEMOGRAPHIC AND SOCIOECONOMIC PROFILE

DISADVANTAGED AND VULNERABLE COMMUNITIES – SCG TERRITORY

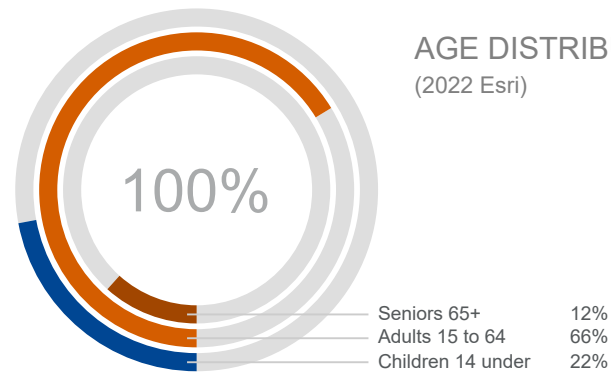
KEY FACTS



EDUCATION (2022 Esri)



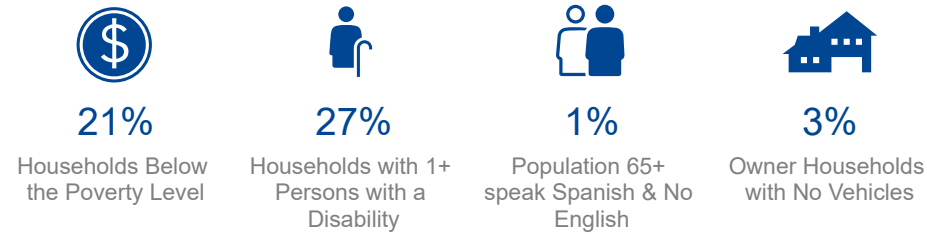
AGE DISTRIBUTION (2022 Esri)



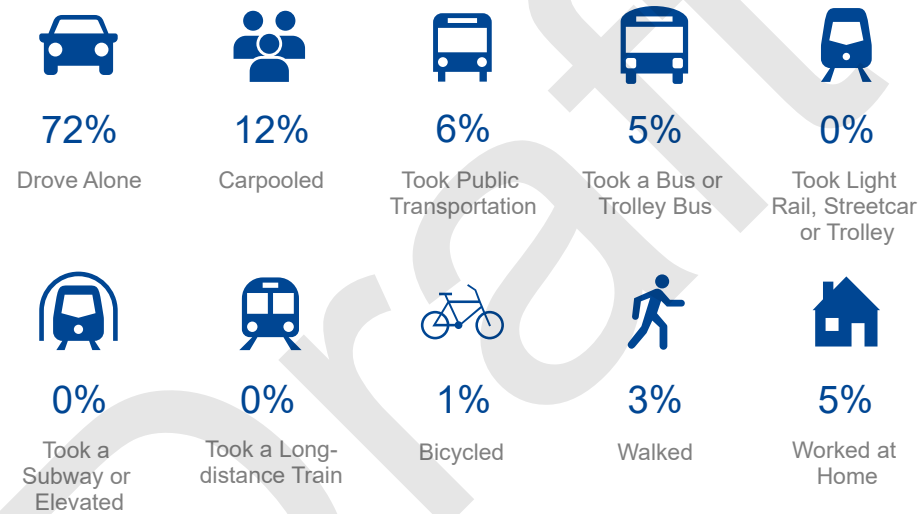
HOUSING



AT RISK (2016 – 2020 ACS)



JOURNEY TO WORK (2016 – 2020 ACS)



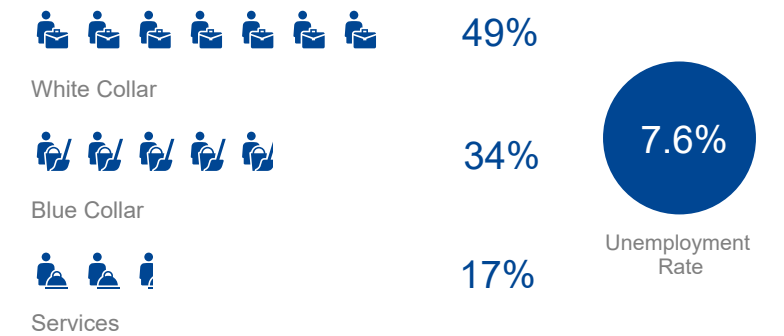
Households By Income

The largest group: \$50,000 - \$74,999 (18.3%)
The smallest group: \$200,000+ (4.4%)

Indicator ▲	Value	Diff
<\$15,000	12.0%	+4.9%
\$15,000 - \$24,999	9.8%	+4.1%
\$25,000 - \$34,999	9.4%	+3.5%
\$35,000 - \$49,999	13.2%	+4.2%
\$50,000 - \$74,999	18.3%	+3.8%
\$75,000 - \$99,999	12.5%	0
\$100,000 - \$149,999	14.5%	-4.0%
\$150,000 - \$199,999	5.9%	-5.0%
\$200,000+	4.4%	-11.5%

Bars show deviation from California

EMPLOYMENT (2022 Esri)



BUSINESS (2022 Esri)



INSURANCE

2020 Pop <19: No Health Insurance Coverage (ACS 5-Yr) (%)	1%
2022 Medical insurance covers you and other household or family members (%)	40%
2022 Have home insurance coverage for earthquake or flood (%)	5%
2022 Have any homeowners or personal property insurance (%)	50%
2022 Currently carry life insurance (%)	35%

RACE, ETHNICITY, AND LANGUAGE PROFILE

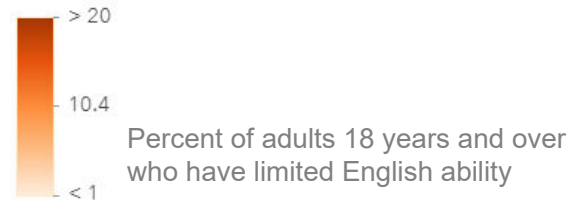
DISADVANTAGED AND VULNERABLE COMMUNITIES – SCG TERRITORY

Race and Ethnicity

The largest group: Hispanic Origin (Any Race) (67.10)

The smallest group: Pacific Islander Alone (0.24)

Indicator ▲	Value	Diff
White Alone	23.38	-17.01
Black Alone	7.61	+2.00
American Indian/Alaska Native Alone	2.42	+0.79
Asian Alone	8.87	-6.99
Pacific Islander Alone	0.24	-0.16
Other Race	40.71	+19.38
Two or More Races	16.77	+2.00
Hispanic Origin (Any Race)	67.10	+27.68



Bars show deviation from California

SPANISH ACTIVITIES



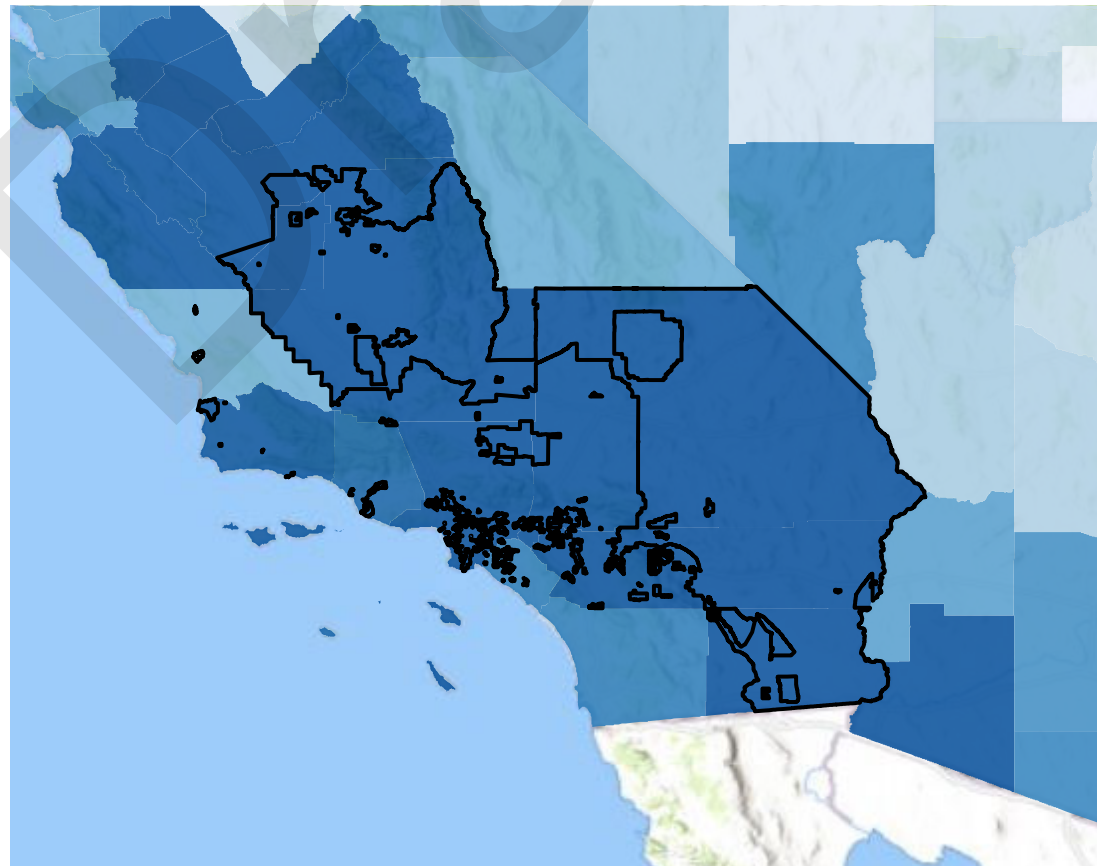
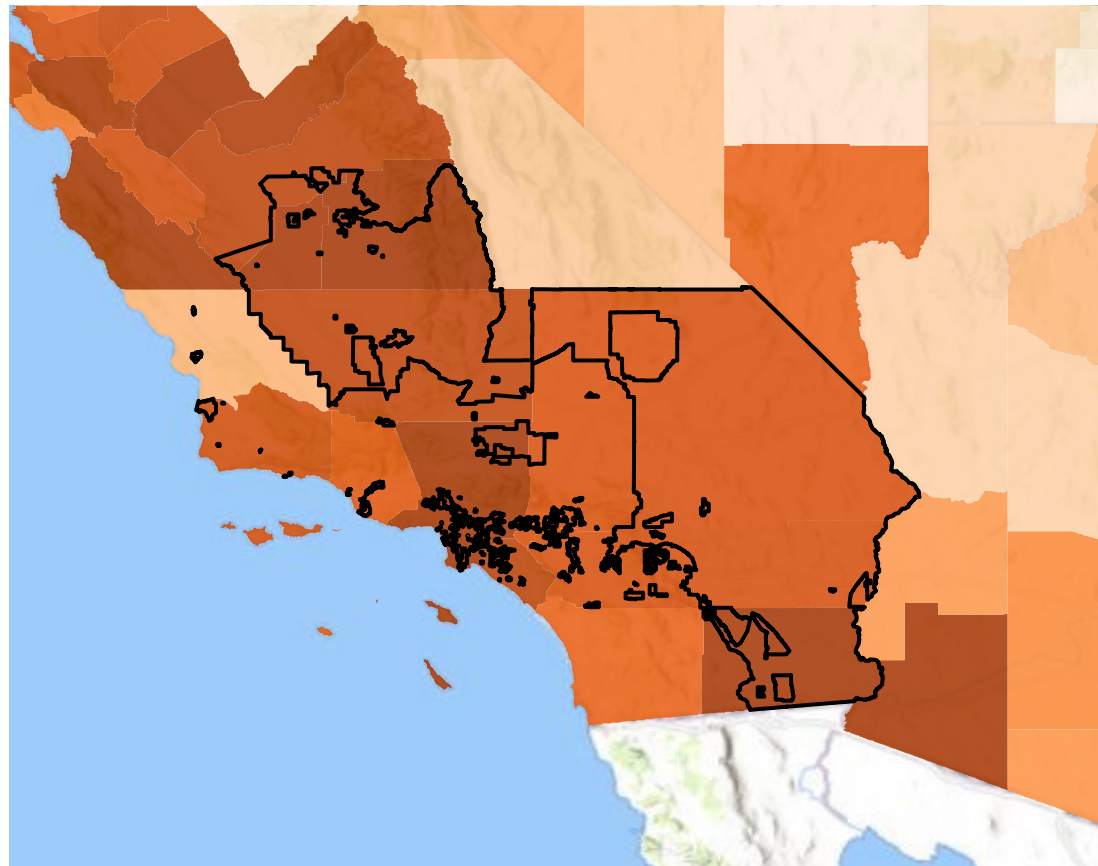
14%

2022 Used Spanish Language Website or App Last 30 Days (2022 Esri)



LIMITED ENGLISH PROFICIENCY ADULTS 18-64 (2016 – 2020 ACS) HH %

Speak Spanish & No English	4%
Speak Spanish & English Not Well	8%
Speak Indo-European & No English	0%
Speak Indo-European & English Not Well	0%
Speak Asian-Pacific Island & No English	0%
Speak Asian-Pacific Island & English Not Well	1%
Speak Other Language & No English	0%
Speak Other Language & English Not Well	0%



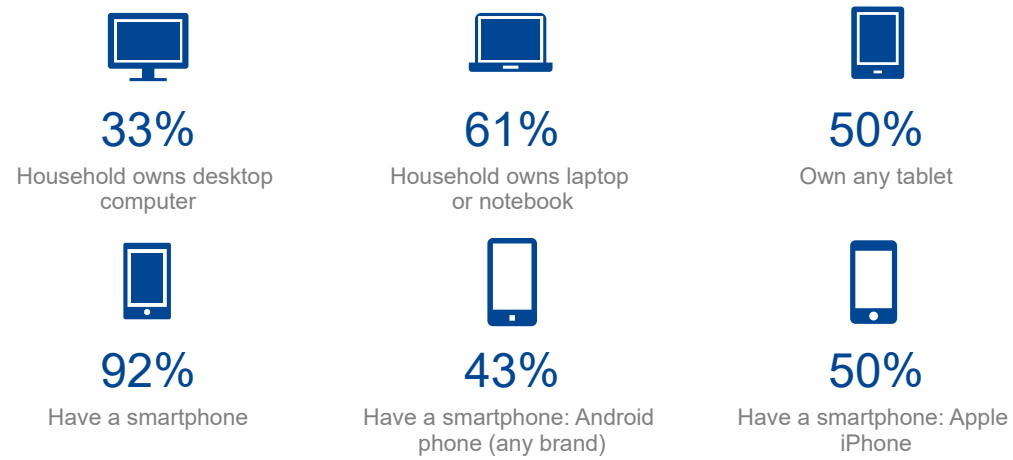
LIMITED ENGLISH PROFICIENCY SENIORS 65+ (2016 – 2020 ACS) HH %

Speak Spanish & No English	1%
Speak Spanish & English Not Well	1%
Speak Indo-European & No English	0%
Speak Indo-European & English Not Well	0%
Speak Asian-Pacific Island & No English	0%
Speak Asian-Pacific Island & English Not Well	1%
Speak Other Language & No English	0%
Speak Other Language & English Not Well	0%

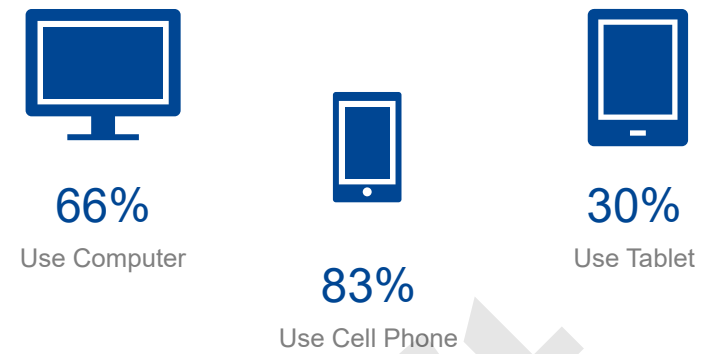
DIGITAL USAGE PROFILE

DISADVANTAGED AND VULNERABLE COMMUNITIES – SCG TERRITORY

DEVICE OWNERSHIP (HH) (2022 Esri)



INTERNET ACCESS (HH) (2022 Esri)



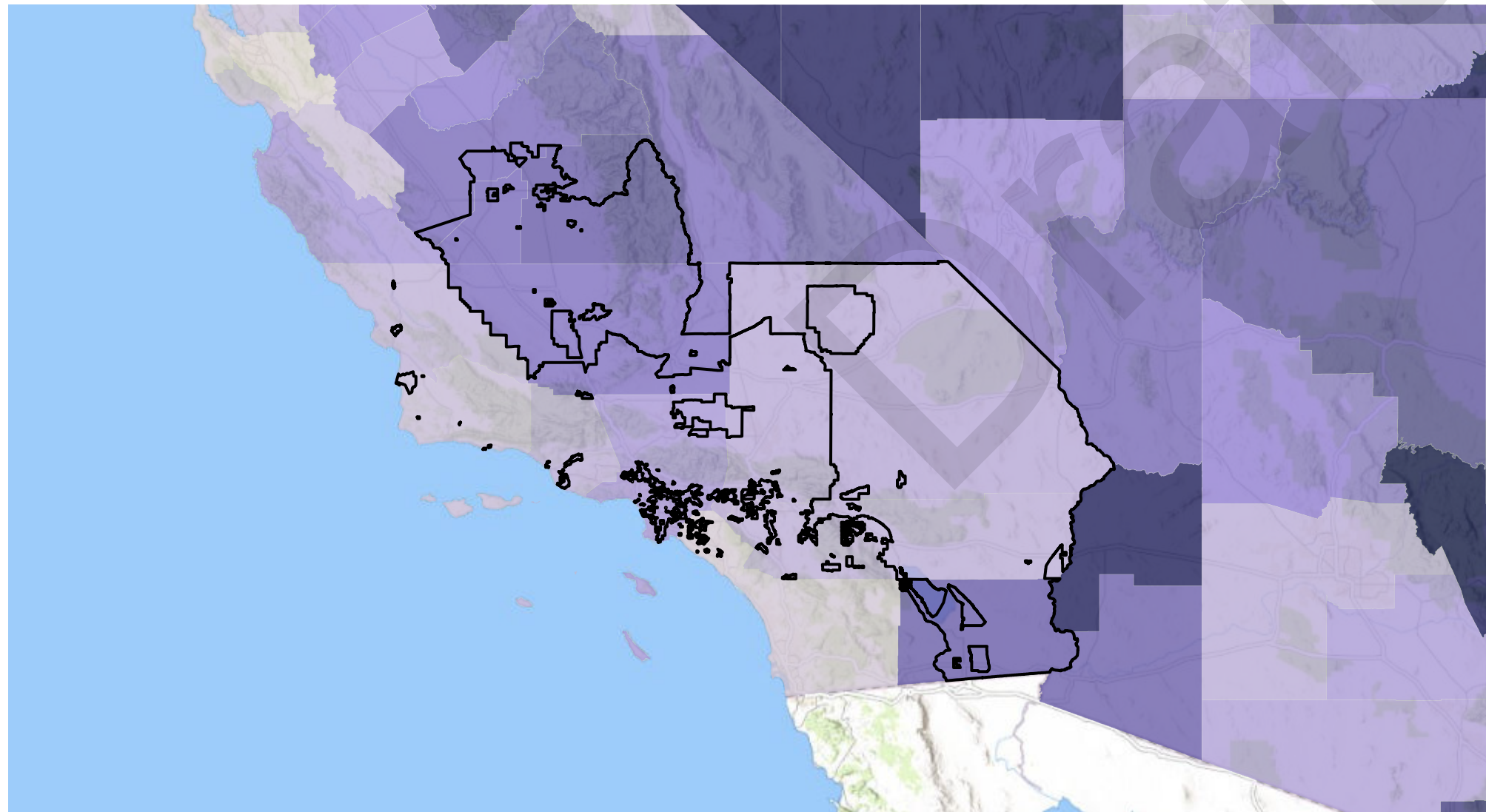
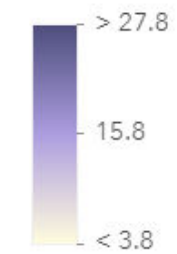
INTERNET CONNECTIVITY (2022 Esri)

	HH %
Have access to Internet at home (%)	92%
Connect to Internet at home via cable modem (%)	39%
Connect to Internet at home via DSL (%)	8%
Connect to Internet at home via fiber optic (%)	15%
Access Internet at home via high speed connection (%)	87%

INTERNET & SOCIAL MEDIA USAGE in Last 30 Days (2022 Esri)

	HH %
Visited online blog (%)	10%
Watched TV program online (%)	19%
Used Spanish language website in last app (%)	14%
Facebook.com (%)	59%
Instagram.com (%)	42%
LinkedIn.com (%)	10%
Tumblr.com (%)	2%
Twitter.com (%)	18%
Youtube.com (%)	56%
Social network used to track current events (%)	18%
Search engine: bing.com (%)	6%
Search engine: google.com (%)	83%
Search engine: yahoo.com (%)	17%

Percent of Households with No Internet Access





APPENDIX D. Public Survey

Draft

SCG CLIMATE ADAPTATION DRAFT PUBLIC SURVEY QUESTIONS

What is Climate Change? Climate change is the long-term change of temperature and typical weather patterns in local, regional, and global climates. Climate change impacts every community including our health and safety, the environment, and the economy. Climate change is happening globally, but the effects differ from region to region.

What is Climate Adaptation? Climate adaptation is the process of adjusting and preparing for the impacts of climate change to reduce its negative effects on communities, infrastructure, and ecosystems.

SoCalGas understands that to build more resilient, climate-adaptable energy infrastructure in our region we need to work collaboratively and listen to our communities. As a valued community partner, we invite you to complete this survey as we engage with community members to identify future infrastructure investments and how communities want to engage with us. [This survey is anonymous and is intended for ALL community members.](#)

We appreciate you providing us with your feedback.

This survey will take less than 5 minutes. Thank you for your time!

1. What is your zip code?

2. What city do you currently reside in?

3. Do you currently receive financial assistance on your gas bill?

- Yes
- No
- Unsure

4. Are you interested in receiving more information about SoCalGas' Customer Assistance Programs?

- Yes
- No

5. Have you experienced an unscheduled **gas outage in the past 5 years?** (ex: **gas service went out in your neighborhood.**) (Previous language: Have you ever experienced an unscheduled gas service interruption?)

- Yes
- No
- Unsure

6. If yes, how did that impact your daily life and well-being? [Select all that apply]

- Physical health impacts
- Mental health impacts
- Affected emergency response capabilities
- Unsure
- Other: [Please specify]

7. Which of the following climate change **impacts** are you most concerned about? [Select up to 3]

- Temperature Change:** **Weather quickly changes from hot to cold or cold to hot.** (Previous Language: Projected historic temperature increases.)
- Extreme Heat:** **Rapidly increasing hot temperatures over time.** (Previous language: Strain on infrastructure and impacts to the reliability of energy equipment)
- Precipitation (Extreme Rain or Snow Events):** **More powerful storms and rain which can cause flooding.** (Previous language: More powerful storm surges and flooding, putting infrastructure at risk.)
- Sea Level Rise:** **The world's ocean and sea levels are steadily increasing over time.** (Previous language: The gradual increase in the average level of the world's oceans and seas over time which elevates risk to communities and infrastructure in coastal areas.)
- Wildfires:** **Uncontrolled fires that spread quickly through forests, grasslands, and shrublands.** (Previous language: Uncontrolled and rapidly spreading fires that occur in vegetation, such as forests, grasslands, or shrublands.)
- Cascading Events:** **The combination of droughts and powerful storms can create mudslides and landslides.** (Previous language: Lack of precipitation and higher temperatures create vulnerable conditions.)
- Drought:** **Lack of rain for a long period of time.** (Previous language: Lack of precipitation creates more frequent, longer, and more severe droughts.)

***The respondent's selections from above will generate three of the follow-up questions below:**

a. What **wildfire** impact are you most concerned about?

- Property loss/damage
- Evacuation
- Physical health concerns
- Mental health concerns
- Emergency response capabilities
- Air quality
- Other (Please specify)

b. What impact from **extreme heat** are you most concerned about?

- Physical health concerns
- Mental health concerns
- Access to air-conditioned spaces
- Availability of water
- Emergency response capabilities
- Other (Please specify)

c. What impact from **precipitation** (extreme rain or snow events) are you most concerned about?

- Property loss/damage
- Evacuation
- Physical health concerns
- Mental health concerns
- Emergency response capabilities
- Other (Please specify)

d. What impact from **sea level rise** are you most concerned about?

- Property loss/damage
- Evacuation
- Physical health concerns
- Mental health concerns
- Emergency response capabilities
- Other (Please specify)

e. What impact from **temperature change** are you most concerned about?

- Physical health concerns

- Mental health concerns
- Access to air-conditioned and heated spaces
- Availability of water
- Other (Please specify)

f. What impact of **cascading events** are you most concerned about?

- Property loss/damage
- Evacuation
- Physical health concerns
- Mental health concerns
- Emergency response capabilities
- Other (Please specify)

g. What impact of **drought** are you most concerned about?

- Physical health concerns
- Mental health concerns
- Availability of water
- Other (Please specify)

8. Have you done any of the following in the past 5 years? [Select all that apply]
(Previous language: What investments or expenditures have you made in the past 3 years to help improve your own, your family's, or your community's resilience to climate disasters?)

- Installed a backup generator
- Installed solar panels and/or a battery
- Installed new or energy-efficient appliances
- Invested in home weatherization updates (e.g., insulation, ventilation, sealing)
- Prepared an emergency preparedness kit/bag
- Created a stockpile of emergency food supply
- Cleared trees/brush from your property
- Other

Additional Question: Have you spoken to your neighbors, family, or friends about your emergency preparedness plan?

- Yes
- No
- Unsure

9. In the case of a climate disaster, where would you temporarily relocate?

- School Site
- Work Site
- Library
- Museum
- Community Center
- Place of worship
- I cannot evacuate
- I do not have a place to evacuate to
- I don't know where to relocate
- Other (Please specify)

10. What can SoCalGas do to help you to adapt to the effects of a climate disaster (wildfire, flooding, cascading event, droughts, etc.)? (Previous language: climate change?)

- Temporary gas bill assistance (Previous language: Assistance paying gas bills)
- Access to cooling/warming centers
- Access to emergency and safety equipment (Masks, portable heaters, emergency kits, portable fans, fire extinguishers, water, flashlights, medication)
- More information about what to do in case of a climate disaster
- Other (please specify)

11. How would you like to receive updates from SoCalGas about climate adaptation efforts? [Select all that apply]

- In-person community meetings
- Online community meetings
- Social media, electronic newsletters, or email
- Informational videos
- News media (like community newspapers, local access television, and news stations)
- Print materials (reports, quarterly updates, and fact sheets)
- SoCalGas website
- Text messages
- I don't want updates
- Other (please specify)

12. How did you hear about this survey?

- SoCalGas Website

- Social Media
- Through a community part of SoCalGas
- Community Event
- Community based organization/non-profit
- Other (please specify)

13. Do you have any comments or suggestions on how SoCalGas can address climate change impacts in your community?

14. Is there anything else that you would like to share?

Optional Questions: The data collected in this section will help SoCalGas understand the span of our community outreach. This information will not be shared/will remain confidential.

1. Which of the following best describes your ethnicity? [Select all that apply]

- Asian/Pacific Islander
- Black/African-American
- Hispanic/Latino/Latinx
- Native American or Alaska Native
- White
- Multiple ethnicities
- Other (please specify)
- Prefer not to answer

2. What is your approximate total annual household income?

- Less than \$25,000
- \$25,000-\$50,000
- \$50,000-\$75,000
- \$75,000-\$100,000
- \$100,000-\$125,000
- More than \$125,000
- Prefer not to answer

3. How many people currently live in your household?

- Fill in question
- Prefer not to answer

4. What is the last grade or level of education that you completed?

- High school or less
- Technical or vocational school
- Some college
- College graduate
- Post graduate work or advanced degree
- Prefer not to answer

5. What is your age range?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older
- Prefer not to answer

6. Do you own or rent your place of residence?

- Own
- Rent
- Other
- Prefer not to answer

7. What is your primary household language?

- English
- Spanish
- Chinese (incl. Mandarin, Cantonese)
- Tagalog
- Korean
- Japanese
- Vietnamese
- Punjabi
- Arabic
- American Sign Language (ASL)
- Other
- Prefer not to answer

8. Do you have long-lasting or chronic conditions (physical, visual, auditory, cognitive or mental, emotional, or other) that substantially limits one or more of

your major life activities (your ability to see, hear, or speak; to learn, remember, concentrate, or care for yourself)?

- Yes
- No
- Prefer not to answer

9. Do you identify as a member of the LGBTQIA+ community? (Previous language: Are you a member of the LGBTQIA+ community?)

- Yes
- No
- Prefer not to answer

10. What is your gender identity?

- Male
- Female
- Non-binary/non-conforming
- Two-Spirit
- Other
- Prefer not to answer

11. Did anyone assist you in completing this survey

- Yes
- No
- Prefer not to answer



APPENDIX E. October 2022 CBO Survey

Draft

SoCalGas Climate Adaptation

Regulation Review and Participation Opportunities

SoCalGas understands that to build a more resilient, climate adaptable region we need to work collaboratively and listen to feedback from communities. As a leader in your area, we are hoping that you will help us move the needle forward on climate action. As a valued community partner, we would like to invite you to complete the following survey which will support SoCalGas as we look to identify opportunities and partnerships for our Climate Adaptation and Sustainability efforts and initiatives.



The goal of this survey is to understand better the climate-related topics most important to your organization and explore potential long-term partnership opportunities related to our Climate Adaptation and Sustainability efforts. SoCalGas is committed to finding ways to intentionally support work or partnerships that will make a meaningful impact in your community. Your input is very important to us, and we appreciate you taking the time to provide us with your honest feedback.

Organization Information

Page 1 of 3

Organization Name *

What kind of organization do you represent?

- Local or regional government
- State government
- Federal government
- Nonprofit or community-based organization
- Philanthropy (foundation or grant-making entity)
- Academia
- Tribal nation
- Other

Is your organization currently engaged or have a focus in climate or sustainability?

- Yes
- No
- Other

Which of the following topics is your organization most interested in?

- Climate change adaptation

- Habits and ecosystems
- Supply chain sustainability
- Education
- Air quality
- Transportation and mobility
- Sea level rise and coastal flooding
- Hydrological changes (extreme rainfall, flood, drought, runoff, etc.)
- Employment and green job creation
- Climate change mitigation
- Energy affordability
- Clean, safe, reliable energy
- Access to outdoors (parks, beaches, etc.)
- Wildfire
- Extreme heat

Are you familiar with any of SoCalGas' past or current sustainability and climate change initiatives?

- Extremely familiar
- Somewhat familiar
- Not familiar

Regulation Review

Page 2 of 3

The California Public Utilities Commission (CPUC) recently decided on new regulations on how California investor-owned utilities should approach climate adaptation. This ruling includes guidance on how utilities like SoCalGas should develop community engagement plans and vulnerability assessments.

Were you familiar with the CPUC's decision prior to taking this survey?

- Yes
- No
- Somewhat

The core directive of the CPUC ruling states that:

"This decision takes steps to ensure the energy utilities we regulate are prepared to upgrade their infrastructure, operations and services to adapt to climate change, and to ensure safe and reliable energy service to all Californians—including those most vulnerable and disadvantaged. At its essence, climate change adaptation for California's investor-owned energy utilities (IOUs or energy utilities) focuses on incorporating the best available climate science into utility infrastructure, operations and services for the long-term to help ensure provision of resilient and reliable service to all customers. Vulnerability assessments will focus on climate risks to operations and service as well as to utility assets over which IOUs have direct control. Assessments should identify areas in need of extra funding, outreach and education, and parties may weigh in on such areas. The vulnerability

assessments will provide the information the Commission and stakeholders need to determine whether infrastructure or service changes will be needed as a means of climate adaptation."

To achieve this, SoCal Gas is reaching out to community-based organizations and residents in our service areas to encourage their participation—at any level and at any time during this process.

Examples of participation may include:

- **Goal development**—Identifying and developing goals for the vulnerability assessment process and outputs
- **Scope analysis**—Determining the overall scope of the vulnerability assessment, such as which climate hazards, timeframes, and scenarios should be considered
- **Data gathering**—Gathering data from communities to help identify critical vulnerabilities and priority adaptation needs
- **Implementation**—Developing plans on how to integrate SoCal Gas' vulnerability assessment data into adaptation plans and support regional climate resilience initiatives
- **Administration**—Ongoing engagement with SoCal Gas throughout the process, such as being part of a stakeholder advisory group
- **Review**—Providing feedback on the findings and outputs from the vulnerability assessment.

Based on this information, would your organization be interested in directly participating in and/or supporting the development and implementation of SoCalGas' climate change vulnerability assessment?

- Yes
- No
- Maybe

Please select which of the phases of the vulnerability assessments you'd like to be part of? (select all that apply)

- Goal development
- Scope analysis
- Data gathering
- Implementation
- Administration
- Review

Engagement Preferences

Page 3 of 3

**What is your preferred way of engaging with SoCalGas about the vulnerability assessments?
(select all that apply)**

- Large community meeting (webinar or in-person forums)
- One-on-one interviews
- Small focus groups
- Surveys
- Other

How would you like to receive updates and reports on SoCalGas' climate adaption efforts? (select all that apply)

- In-person community meetings
- Virtual community meetings
- In-person small group meetings
- Virtual small group meetings
- Social media, e-newsletter, or email
- Print media (i.e., reports, quarterly updates)
- SoCal Gas website
- None, I don't want updates
- Other

Please provide any additional comments or feedback for SoCalGas that you think are relevant or will be important for the success of this initiative.



APPENDIX F. RAB Charter and Bylaws

Draft



Regional Advisory Board (RAB) Charter

Draft



ACRONYMS

Commonly Used Acronyms	
CBO	Community-Based Organization
CEP	Community Engagement Plan
CPUC	California Public Utilities Commission
DVC	Disadvantaged and Vulnerably Communities
IOU	Investor-owned Utilities
OIR	Order Instituting Rulemaking
PAM	SoCalGas Public Affairs Manager
RAB	Regional Advisory Board
RAMP	Risk Assessment Mitigation Phase
VA	Vulnerability Assessment

PROGRAM TEAM NAMES

Program Team Names	
Climate Adaptation Team	SoCalGas Climate Adaptation team, Public Affairs Managers, and consultants.
Regional Advisory Boards	CBO Level 1 Partners.

1. Entity Name

The Regional Advisory Boards (RABs) for the SoCalGas Climate Adaptation Program.

2. Charter Background and Purpose

The California Public Utilities Commission's (CPUC) Order Instituting Rulemaking (OIR) (Rulemaking 18-04-019) on Climate Change Vulnerability Assessments and Climate Adaptation in Disadvantaged Communities (DVC) requires investor-owned utilities (IOUs) to conduct vulnerability assessments to understand where and what infrastructure might be especially vulnerable to climate change impacts. In addition to the vulnerability assessments, the OIR requires IOUs to engage with disadvantaged and climate-vulnerable communities within their service territory 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.

To create an equity-centered outreach approach, SoCalGas is working closely with community-based organizations, Tribal Nations, and local governments to



keep key stakeholders informed of the process while meaningfully reaching and engaging with community members.

One way that SoCalGas is incorporating equity into this approach is by forming four (4) Regional Advisory Boards which are made up of community partners with lived expertise and connections to the communities that SoCalGas serves, to influence the CEP process and provide feedback on the VA.

This Charter lays out the guiding vision for the RABs to ensure that equity is embedded into the Climate Adaptation Program and outreach process. It also provides a foundation for the RABs and represents a high-level overview of the authority, scope, and roles necessary for success.

3. Role of the Regional Advisory Boards

The RABs serve as advisory boards and as individual consultants to the SoCalGas Climate Adaptation Program providing key input and guidance on the Community Engagement Plan (CEP) development and feedback on the Vulnerability Assessment (VA). The RABs will provide a space for meaningful community collaboration by enhancing the CEP process and fulfilling the OIR requirements. Specifically, the RABs add value to the program in the following ways:

- Help provide a more nuanced understanding of communities that SoCalGas serves and regional concerns.
- Focused conversations will lead to more detailed feedback that will enable SoCalGas to refine and tailor its climate adaptation efforts and focus future investments.
- RABs will provide guidance on how SoCalGas can centralize resources into target communities and make meaningful investments and promote equity-based outreach approaches.

The SoCalGas Climate Adaptation Program will include RABs split into four SoCalGas territory regions: Northern, Northwest/LA, Orange Coast, South Inland. Each RAB will be comprised of five (5) to ten (10) community-based organization (CBO) representatives that are identified as Partner Level 1 outreach partners for the Climate Adaptation Program.

4. Scope

4.1 Included

In fulfilling its purpose and objectives, each RAB shall meet three (3) times in 2023. Members will contribute up to four (4) hours per every other month to RAB meetings and are authorized to:

1. Cohost a public workshop with SoCalGas.



2. Support the Climate Adaptation team in developing regionalized goals and community engagement execution.
3. Review and provide feedback on SoCalGas' Community Engagement Plan (CEP) outline.
4. Review and provide feedback on SoCalGas' Vulnerability Assessment (VA) Methodology.
5. Bring forward community voice and sentiment.

4.2 Excluded

To be most impactful to the Climate Adaptation Program and the engagement process, the RABs will focus on the tasks outlined in the scope and the OIR. Topics that are not outlined in the "Included" section above will not be considered part of the RAB scope. Therefore, the RABs will refrain from acting on, providing input to, or making requests regarding:

1. Staffing decisions, including RAB membership decisions.
2. Budget decisions beyond advisory input solicited by the Climate Adaptation team.
3. Changes to mandated activities and timelines outlined in the OIR.
4. Convening or representing the RAB or SoCalGas formally on parallel table discussions.

5. Climate Adaptation Team Responsibilities:

1. Conduct outreach to recruit RAB members and plan, facilitate, and support RAB meetings and member participation.
2. Coordinate logistics and complete administrative tasks throughout the engagement process. This includes scheduling RAB meetings, developing agendas and meeting materials, coordinating information requests, producing meeting summaries, and implementing requirements and best practices.
3. Ensure that RAB members have a clear understanding of the OIR, its requirements, the SoCalGas Climate Adaptation Program, as well as their role.
4. Provide subject matter expertise, prepare presentations, meeting materials, and agendas, and solicit feedback from RAB members on the CEP and VA.
5. Gather input from RAB members on the CEP and VA.

6. RAB Selection Process



RAB membership will reflect the communities within the SoCalGas service territory, especially historically underserved communities, and those most impacted by climate change.

The selection of RAB members is based on a variety of factors which include:

- Located within the SoCalGas service territory.
- Members will be representatives of community-based organizations which represent and serve disadvantaged communities and/or communities that are vulnerable to climate change.
- Members will select the partnership “Level 1” through the MOU provided by SoCalGas.

7. Governance and Bylaws

The RABs will provide input on by-laws with final approval by the Climate Adaptation team. These by-laws will address terms of participation and process functions.

Draft



Regional Advisory Board (RAB) Bylaws

Draft



ACRONYMS

Commonly Used Acronyms	
CBO	Community-Based Organization
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OIR	Order Instituting Rulemaking
PAM	SoCalGas Public Affairs Manager
RAB	Regional Advisory Board
RAMP	Risk Assessment Mitigation Phase
VA	Vulnerability Assessment

PROGRAM TEAM NAMES

Program Team Names	
Climate Adaptation Team	SoCalGas Climate Adaptation team, Public Affairs Managers, and consultants.
Regional Advisory Boards	CBO Level 1 Partners.



1. Purpose of the Bylaws

The purpose of these bylaws is to address the general function and administration of the Regional Advisory Boards (RABs) for the SoCalGas Climate Adaptation Program.

1.1 Purpose & Mission of the RAB

The RABs serve as advisory boards to the SoCalGas Climate Adaptation program providing key input and guidance on the Community Engagement Plan (CEP) development and feedback on the Vulnerability Assessment (VA). The RABs will provide a space for meaningful community collaboration, enhancing the CEP process, and fulfilling the OIR requirements. Specifically, the RABs add value to the program in the following ways:

- Help provide a more nuanced understanding of communities that SoCalGas serves and regional concerns.
- Focused conversations will lead to more detailed feedback that will enable SoCalGas to refine and tailor its climate adaptation efforts and focus future investments.
- RABs will provide guidance on how SoCalGas can centralize resources into target communities and make meaningful investments and promote equity-based outreach approaches.

The SoCalGas Climate Adaptation Program will include RABs split into four SoCalGas territory regions: Northern, Northwest/LA, Orange Coast, and South Inland. Each RAB is comprised of five to ten community-based organization (CBO) representatives that are identified as Partner Level 1 outreach partners for the Climate Adaptation Program.

2. Definition of RAB Membership and General Membership Expectations

RAB membership will reflect the communities within the SoCalGas service territory, especially those communities that have been historically or systemically underprioritized, and those most impacted by climate change.

2.1 RAB Membership Roles & Responsibilities

2.1.1 RAB Membership and Terms of Service

The RABs will consist of up to 40 members (across 4 RABs) representing diverse geographies and demographics within the SoCalGas service territory. [Members will be selected by the SoCalGas Climate Adaptation Team](#) and may be appointed through the end of 2023. The selection of RAB members is based on a variety of factors including:

- Located within the SoCalGas service territory.



- Members will be representatives of community-based organizations which represent and serve target communities and/or communities that are vulnerable to climate change.
- Members will select the partnership “Level 1” through the MOU provided by SoCalGas.

2.1.2 Meeting and Participation and Expectations

RAB meetings will be held in person on a bi-monthly basis in locations central to each region. While subject to change, the current host cities by region are outlined below:

- Northern Region: Bakersfield
- NW/LA Region: Los Angeles
- Orange Coast Region: Santa Ana
- South Inland Region: San Bernardino

If a member cannot attend a meeting, the Climate Adaptation team requests that members notify the team at least two (2) days before the RAB meeting, if possible.

To encourage participation and honest feedback, the Climate Adaptation OIR Team will not be recording any meetings and ask RAB members to refrain from recording meetings. Additionally, the Climate Adaptation team asks that RAB members limit their technology use (such as cell phones and laptops) during meetings to encourage engagement.

2.1.2 Meeting Materials and Related Documents

The Climate Adaptation team will provide RAB members with meeting agendas, supporting materials, and associated documents in advance of all meetings. Agendas will be distributed at least five (5) days prior to the meeting. Additional supporting materials will be provided at least one (1) day prior to each meeting.

2.1.3 Member Removal

Consistent attendance and participation from RAB members is essential to the CEP process and fulfilling OIR requirements; however, failure to regularly attend may result in removal as a breach of contract. Flexibility will be allocated for extraordinary circumstances.

RAB membership may be asked to step down for reasons including repeated unexcused absences, disruptive behavior, or lack of active engagement. This provision will be exercised solely to ensure engaged and productive RAB



meetings and is not meant to and will not be employed to silence diverse opinions and/or perspectives.

2.1.4 Filling a Vacancy

If a RAB member resigns or is removed, that vacancy will either be filled by another CBO partner or remain unfilled until the next round of engagement.

2.1.5 Staff Support

The Climate Adaptation team will work with the RABs throughout the engagement process. The Climate Adaptation team will prepare, compile, and distribute agendas and related materials for RAB meetings.

3. RAB Operations

3.1 Meeting Agendas

Meeting agendas will be distributed via email at least five days (5) prior to each RAB meeting. Related materials, such as the CEP outline and VA methodology, will be emailed to RAB members at least one (1) day prior to each meeting.

3.2 Meeting Minutes

Meeting minutes will be developed and sent to RAB members for review and approval two (2) weeks after each RAB meeting. Meeting minutes will include details such as membership participation, topics discussed, and feedback provided. Meeting minutes will be distributed via email within one (1) week following approval by the RAB.

3.3 Bylaws Amendment

These bylaws may be approved or amended at any properly noticed regular RAB meetings following a three-fourths (3/4) vote of all current RAB members.

Comments on proposed changes from members for consideration must be received at least two (2) weeks prior to the meeting when the vote for approval is scheduled.



APPENDIX G. Initial Workshop Survey Questions

Draft

SoCalGas Climate Adaptation

Post-RAB Workshop Survey

Thank you for your attendance at today's Regional Advisory Board Workshop. Your feedback is critical to helping SoCalGas reach and equitably include underrepresented communities in the Climate Adaptation program and CPUC process.



It is important to us that you feel these meetings are set up in a way that promotes your participation and understanding of the materials. Equally as important is your insight and expertise in engaging with the communities that you serve. To that end, we would like to invite you to take a quick survey about your experience today, as well as gather your input about outreach best practices in your community.

Results of this survey will help inform how we approach both community engagement and the Regional Advisory Board workshops in the coming months.

Thank you for your participation.

Regional Advisory Board Meeting Feedback

Page 1 of 3

Name (Optional)

Organization (Optional)

Did today's workshop meet your expectations?

- Yes
- No
- Somewhat

How would you rate the quality of the material and presentations? (pick up to two)

- Informative
- Well prepared
- Thoughtful
- Over complicated
- Not accessible
- Not prepared

Did you feel you had an opportunity to provide feedback?

- Yes
- No
- Somewhat

Were all of your questions answered?

- Yes
- No

Is there anything about today's Regional Advisory Board meeting that you would change?

Vulnerability Assessment

Page 2 of 3

Did the Vulnerability Assessment methodology explained today meet your expectations?

- Yes
- No
- Somewhat

Are there climate change impacts unique to your community that SoCalGas should take into consideration during its Vulnerability Assessment?

Community Engagement

Page 3 of 3

Do you anticipate members of your community requesting or needing translated materials?

Yes

No

What are your thoughts on SoCalGas' regional approach to outreach?

Are there any outreach tactics you believe will enhance our climate adaptation engagement efforts in your community?

Is there any other information about your community that is important for SoCalGas to consider before doing outreach?



APPENDIX H. RAB Assessment

Draft

SoCalGas Climate Adaptation

RAB Assessment

Thank you for taking part in SoCalGas's Climate Adaptation Program and attending the Regional Advisory Board Workshops. Your participation and feedback are vital to the success of the program and to equitably reaching underrepresented communities.

We would like to learn more about your experience serving on our Regional Advisory Board and taking part in the Climate Adaptation Program planning and execution.

We invite you to take a quick survey about your experience. The results of this survey will help SoCalGas refine our Regional Advisory Board workshop and engagement approach. Thank you for your participation.



Regional Advisory Board Meeting Feedback

Page 1 of 3

Name (Optional)

Organization (Optional)

Which Advisory Board Workshops were you able to attend? (select all that apply) *

- Workshop #1 (June 2023)
- Workshop #2 (August 2023)
- Workshop #3 (October 2023)

Overall, how satisfied are you with the Regional Advisory Board Workshops (#1-#3)? *

1 2 3 4 5

Very dissatisfied ○ ○ ○ ○ ○ Very satisfied

If dissatisfied or very dissatisfied - What did not meet your expectations?

How would you rate the quality of the program materials? (Presentations, activities, handouts & poster boards, etc.) *

1 2 3 4 5
Very poor Very good

If poor or very poor - What did not meet your expectations?

After attending the Regional Advisory Board Workshops, are you familiar with the purpose of the Climate Adaptation Program and the creation of the Regional Advisory Boards? *

1 2 3 4 5
Very unfamiliar Very familiar

After attending the Regional Advisory Board Workshops, are you familiar with the concept of Climate Change, its potential impacts, and the purpose of SoCalGas' Vulnerability Assessment? *

1 2 3 4 5
Very unfamiliar Very familiar

After attending the Regional Advisory Board Workshops, are you familiar with the Community Engagement Plan (CEP) purpose and timeline for reviewing it? *

1 2 3 4 5
Very unfamiliar Very familiar

How helpful were the group discussions during the workshops? *

1 2 3 4 5
Not at all helpful Very helpful

Did you have an opportunity to provide feedback? *

- Yes
- No
- Somewhat
- Unsure

Were all of your questions answered throughout the workshops? *

- Yes

No

Other

How important do you believe your feedback is to SoCalGas? *

1 2 3 4 5

Very unimportant Very important

Please share any final comments or questions about the workshops or SoCalGas's Climate Adaptation Program.

Draft