

PG&E Virtual Safety Town Hall – Santa Clara County – Post-Event Report

On June 8, 2022, PG&E held a safety town hall, in accordance with the Settlement Agreement approved by the May 7, 2020, California Public Utilities Commission (CPUC) Decision (D.) 20-05-019 Order Instituting Investigation (OII) regarding the 2017 and 2018 wildfires.

PG&E is listening to customer feedback to help understand how we can continue to improve wildfire prevention efforts, including the Public Safety Power Shutoff (PSPS) and Enhanced Power Safety Settings (EPSS) Programs. The purpose of the event was to share safety and prevention activities, utility service-related information and customer resources all customers, gather input and respond to questions. Due to COVID-19 health and safety guidelines, the event was conducted virtually.

The following report has been prepared to provide an overview of the safety town hall and includes:

- A high-level event summary
- A description of outreach for the event
- An overview of the feedback received
- A link to the event presentation and recording

Wildfire Safety Webinar Summary

- **Date:** June 8, 2022
- **Time:** Noon – 1:30 p.m.
- **Total Attendees:** 110
- **PG&E Presenters:**
 - Dave Meier Senior, Manager, Customer Strategy
 - Teresa Alvarado, Regional Vice President, South Bay and Central Coast
 - Jeana Arnold, Local Government Affairs Representative
 - Jakob Tronic, Vegetation Management Expert
 - Juan Arteaga, Vegetation Management Expert
 - Kevin Conant, Senior Public Safety Specialist
 - Donald Hall, Senior Manager, South Bay and Central Coast Region

The event featured a 30-minute presentation on PG&E's wildfire prevention plans and updates for 2022, an overview of 2021 Public Safety Power Shutoff (PSPS) events, Enhanced Power Safety Settings and customer resources available before, during and after wildfire safety-related outages. This was followed by 30 minutes of Q&A. Participants could either join via the virtual conference platform or by calling into a toll-free number. Closed captioning was available in English, Spanish and Chinese.

Event Outreach

PG&E conducted outreach through a variety of channels to drive attendance to the event. Outreach included:

- Approximately 447,482 email invitations sent to all electric customers with an email address listed
- Social media postings on Facebook , Instagram, Twitter and Nextdoor
- News release and media advisory
- Outreach to city, county and tribal officials as well as community-based organizations

Sample invitations and outreach materials can be found in Appendix A.

Question and Answer Session Summary

Throughout the presentation, participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the webinar platform. A total of 27 questions and comments were received.

The Q&A portion focused on the following themes:

- Community Resource Centers
- Undergrounding
- Vegetation management
 - Tree removals
 - Defensible space
 - Enhanced vegetation management
- System hardening
- Public Safety Power Shutoffs
- PG&E's "Report It" App

The full list of questions/comments received during the Q&A session can be found in Appendix B.

Recording and Presentation Availability

A copy of the presentation and a recording of the event will be available on PG&E's website at www.pge.com/firesafetywebinars. Additional presentations and recordings of past PG&E wildfire safety webinars are also available, including:

- Regional webinars with a county-by-county focus on safety work
- Webinars for school districts and administrators
- Spanish-language and Chinese-language webinars

APPENDIX A:

EVENT INVITATIONS AND OUTREACH



PG&E Virtual Safety Town Hall

Santa Clara County

Wednesday, June 8 | 12:00-1:30 p.m.

You are invited to join us for an interactive safety town hall where we will discuss our 2022 wildfire safety efforts. Participants will have the opportunity to ask questions and share feedback with the PG&E team, including regional leadership.

[Register today »](#)

[Learn more »](#)

To help keep customers and communities safe, we are taking action and continuing to evolve our electric system to reduce wildfire risk.

We encourage you to join and learn more about:

- PG&E's progress on wildfire prevention activities
- Wildfire safety outages and what's new for 2022
 - Increased protection
 - Faster restoration
 - Additional resources
- Steps you can take to prepare for wildfire season and potential outages

To access the virtual safety town hall or view recordings of past wildfire safety webinars, visit pge.com/firesafetywebinars »

Do you have a plan to stay safe? For more information, including tips on how you and your family can stay safe in the event of an emergency, please visit safetyactioncenter.pge.com »



WEBINAR MEDIA ADVISORY



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PG&E Invites Santa Clara County to a Virtual Safety Town Hall to Discuss PG&E's Wildfire Prevention Efforts

PG&E to host virtual event to share local wildfire safety progress, new programs in 2022 and steps customers can take to prepare

Oakland, Calif. — To help keep customers and communities safe in the face of the growing wildfire risk across the state, Pacific Gas and Electric Company (PG&E) is continuing to evolve its wildfire safety program to reduce the risk of catastrophic wildfires.

As part of these efforts, PG&E is hosting a safety town hall for Santa Clara County residents on Wednesday, June 8, 2022, from noon to 1:30 p.m. to share its wildfire prevention plans for 2022 and listen to customer feedback. PG&E experts will provide a brief presentation, after which participants will have the opportunity to ask questions.

The event can be accessed through the link or dial-in below or through PG&E's website, pge.com/firesafetywebinars.

Click this link to join: <https://bit.ly/3vqsNmh>

Attendee Dial-in: 888-455-0040

Conference ID: 4530066

During the webinar event, the PG&E team will discuss:

- PG&E's wildfire prevention efforts
- Resources to help customers and communities before, during and after wildfire safety outages
- Improvements and updates to PG&E's safety technology and tools

Closed captioning will be available in English, Spanish and Chinese and dial-in numbers will be available for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join, recordings and presentation materials from past events, and to learn more about PG&E's Community Wildfire Safety Program, visit pge.com/wildfiresafety.

More information and resources to help you and your family prepare for and stay safe in the event of an emergency can be found at safetyactioncenter.pge.com.

About PG&E

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation (NYSE:PCG), is a combined natural gas and electric utility serving more than 16 million people across 70,000 square miles in Northern and Central California. For more information, visit pge.com and pge.com/news.



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Safety Town Hall
for Santa Clara county
residents

Wednesday, June 8 @ Noon

The graphic features a scenic view of rolling green hills under a blue sky with a large electrical transmission tower on the right. The text is overlaid on the image.



To join, visit

pge.com/firesafetywebinars

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APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

The below questions and comments have been listed in the order received.

- What measures will be taken at evacuation centers, cooling centers, etc. to prevent the spread of COVID? Will everyone be required to wear N95 masks? What about air circulation and filtration?
- I might have a question for PGE but it not about wildfire safety but it is about delays in relocating a gas line at my home in Sunnyvale. I have been working with a PGE rep, but things are moving awfully slow and PGE says it will take them ~8 months to do this task - there is no reason/rationale for these long wait times.
- Hello Ram: happy to follow-up on your job status. Can you please send a note to Don Hall at DJH5@pge.com. Thank you(Ram (Unverified) asked "I might have a question for PGE but it not about wildfire safety but it is about delays in relocating a gas line at my home in Sunnyvale. I have been working with a PGE rep, but things are moving awfully slow and PGE says it will take them ~8 months to do this task - there is no reason/rationale for these long wait times. ")
- Thank you for your prompt response. Appreciate it. (Ram (Unverified) asked "I might have a question for PGE but it not about wildfire safety but it is about delays in relocating a gas line at my home in Sunnyvale. I have been working with a PGE rep, but things are moving awfully slow and PGE says it will take them ~8 months to do this task - there is no reason/rationale for these long wait times. ")
- Thank you for being on. (Ram (Unverified) asked "I might have a question for PGE but it not about wildfire safety but it is about delays in relocating a gas line at my home in Sunnyvale. I have been working with a PGE rep, but things are moving awfully slow and PGE says it will take them ~8 months to do this task - there is no reason/rationale for these long wait times. ")
- A slide on outages save these figures: average outage duration: 30 hours. Average outage response: 12 hours. What do those mean? What kind of response happens on average in 12 hours? Why is an outage duration longer? Is your "response", perhaps, a message, even though power hasn't returned?
- How can I submit my concern(GPS location and photo) about a tree leaning on electric wires? or chopped wooden branch hanging on wires on the street?
- You can use the report it app or send them directly to my email address at jakob.trconic@pge.com if you are in Santa Clara County.(Iryna (Unverified) asked "How can I submit my concern(GPS location and photo) about a tree leaning on electric wires? or chopped wooden branch hanging on wires on the street? ")
- or call 1-800-743-5000(Iryna (Unverified) asked "How can I submit my concern(GPS location and photo) about a tree leaning on electric wires? or chopped wooden branch hanging on wires on the street? ")
- I have a house in the county, by mt hamilton ave. is there anything being done to put the electrical underground to help avoid fires?
- The recommended guidelines are NOT SUFFICIENT to protect people with high risk conditions.
- thank you

- Undergrounding power lines sounds like a good idea for the reasons you mentioned. What are the downsides of undergrounding? Costs? Access for repairs? Environmental impact? Private property intrusion?
- Some power outages involve multiple times the power is shut off during a short period (e.g., 1hr). Can't the power be shut off just once during an announced shutoff?
- Is anyone from San Jose Water (emergency preparedness) on the call?
- If you smell natural gas, see downed power lines, or suspect another emergency situation, leave the area immediately and call 9-1-1. Then, call PG&E at 1-800-743-5000. Never, ever touch a downed power line or go near one. Power lines are not insulated like power cords. Always assume the power line is live.
- During power or gas shut off, do we need to turn off any appliances like water heater or cooking gas stove?
- Please talk about diesel generator restrictions. There are air quality guidelines that restrict where diesel generators can be run--for example, near schools
- where we can find more information on what PG&E will help us to minimize the impacts of the power shutoff?
- pge.com/backupper(where we can find more information on what PG&E will help us to minimize the impacts of the power shutoff?)
- Could you please create a web page that includes the pages referenced here ... maybe pge.com/wildfires
- and phone numbers
- How do request Back-up power transfer meter?
- I believe not everyone can install a diesel generator: Please talk about diesel generator restrictions. There are air quality guidelines that restrict where diesel generators can be run--for example, near schools
- I just asked an unanswered question
- thank you all
- How can you get an earth quake automatic gas shut-off valve