

**Pacific Gas and Electric Company  
Community Wildfire Safety Program (CWSP) Post-Season Report:  
2023 Webinars and In-Person Events**

Contents

**Section 1 – Summary** \_\_\_\_\_ **4**

**Section 2 – Overview** \_\_\_\_\_ **5**

**Section 3 – Wildfire Safety Webinars** \_\_\_\_\_ **6**

    Section 3.1 – Napa and Marin Counties \_\_\_\_\_ 6

    Section 3.2 – Santa Cruz and San Luis Obispo Counties \_\_\_\_\_ 7

    Section 3.3 – Santa Clara County \_\_\_\_\_ 8

    Section 3.4 – Nevada, Solano and Yolo Counties \_\_\_\_\_ 9

    Section 3.5 – Tehama, Lassen and Shasta Counties \_\_\_\_\_ 10

    Section 3.6 – Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno Counties \_\_\_\_\_ 11

    Section 3.7 – East Bay and Golden Gate Regional Centers \_\_\_\_\_ 12

    Section 3.8 – Access and Functional Needs (AFN) Customers \_\_\_\_\_ 13

    Section 3.9 – Alpine, Stanislaus and San Joaquin Counties \_\_\_\_\_ 14

    Section 3.10 – All Customers Summary \_\_\_\_\_ 15

    Section 3.11 – Access and Functional Needs (AFN) Customers \_\_\_\_\_ 16

    Section 3.12 – All Customers Summary \_\_\_\_\_ 17

    Section 3.13 – Enhanced Powerline Safety Settings Webinar: Alameda County \_\_\_\_\_ 18

    Section 3.14 – Community Based Organizations (CBO) \_\_\_\_\_ 19

**Section 4 – Regional Town Halls** \_\_\_\_\_ **20**

    Section 4.1 – Quarter Two Regional Town Hall: South Bay & Central Coast Region Summary \_\_\_\_\_ 20

    Section 4.2 – Quarter Two Regional Town Hall: Bay Area Region \_\_\_\_\_ 21

    Section 4.3 – Quarter Two Regional Town Hall: North Valley & Sierra Region \_\_\_\_\_ 22

    Section 4.4 – Quarter Two Regional Town Hall: North Coast Region Summary \_\_\_\_\_ 23

    Section 4.5 – Quarter Two Regional Town Hall: Central Valley Region \_\_\_\_\_ 24

    Section 4.6 – Quarter Three Regional Town Hall: North Valley & Sierra Region \_\_\_\_\_ 25

    Section 4.7 – Quarter Three Regional Town Hall: Bay Area Region \_\_\_\_\_ 26

    Section 4.8 – Quarter Three Regional Town Hall: South Bay & Central Coast Region \_\_\_\_\_ 27

    Section 4.9 – Quarter Three Regional Town Hall: North Coast Region \_\_\_\_\_ 28

    Section 4.10 – Quarter Three Regional Town Hall: Central Valley Region Summary \_\_\_\_\_ 29

**Section 5 – In-Person Answer Centers** \_\_\_\_\_ **30**

    Section 5.1 – Capay Valley \_\_\_\_\_ 30

    Section 5.2 – Los Gatos County \_\_\_\_\_ 31

    Section 5.3 – Lafayette and Moraga Counties \_\_\_\_\_ 32

Section 5.4 – Groveland \_\_\_\_\_ 33

Section 5.5 – Sonora \_\_\_\_\_ 34

Section 5.6 –Calaveras County \_\_\_\_\_ 35

**Section 6 – APPENDIX A: EMAIL INVITATIONS \_\_\_\_\_ 36**

**Section 7 – APPENDIX B: Social Media Postings \_\_\_\_\_ 66**

**Section 8 – APPENDIX C: Media Advisories \_\_\_\_\_ 91**

**Section 9 – APPENDIX D: Customer Questions and Comments \_\_\_\_\_ 110**

## **Section 1 – Summary**

In July 2020, Pacific Gas & Electric Company (PG&E) and the California Public Utilities Commission (CPUC) entered into a settlement agreement that required PG&E to hold safety town halls and webinars in areas impacted by wildfire safety efforts, such as Public Safety Power Shutoffs (PSPS). In addition, as part of PG&E's Regionalization model, the company is required to hold quarterly town halls in each region to engage with customers on local issues. In 2023, PG&E also conducted supplementary in-person events in areas with frequent outages, escalated concerns or agency requests.

Throughout the year, PG&E held 30 wildfire safety virtual and in-person events for customers across PG&E's service area and utilized wildfire safety events to fulfill regulatory requirements for both wildfire safety webinars and regional town halls.

The ultimate goal these events was to share the progress made on the company's regional approach to improving operations and delivering better safety outcomes for customers.

Highlights from the 2023 Community Wildfire Safety Program (CWSP) webinar and in-person events season included:

- 6 In-Person Answer Centers
- 24 Webinars and Safety Town Halls
- 5,021 Attendees
- 555 Questions and Comments Received from Customers

Webinars and events focused on counties within PG&E's service territory that have been heavily impacted by wildfire risk and safety outages. Customers were invited via email invitations, social media postings, and event media advisories. Additionally, outreach via tribal, city, and county, officials and community-based organizations was conducted.

These events provided PG&E the opportunity to inform customers about wildfire safety mitigation efforts and emergency preparedness while allowing customers to meet with representatives, ask questions and share feedback. Customer resources, EPSS, reliability, undergrounding, and vegetation, generated the most questions and comments across all events.

To increase awareness, all CWSP webinars and regional town hall recordings can be found on PG&E's website at [pge.com/webinars](https://pge.com/webinars), along with past presentations.

PG&E will use the feedback received from these events to continue improving service to customers. We look forward to hosting additional events throughout 2024.

**[Return to Table of Contents]**

## **Section 2 – Overview**

To maximize the opportunity for community engagement, PG&E employed outreach efforts proven effective at drawing customers to events on multiple platforms. Participants had the opportunity to join events in-person, via Microsoft Teams virtual webinar platform, or Verizon toll-free number.

Note: All webinars are ADA compliant; American Sign Language is available.

CWSP Webinars: Featured a presentation on PG&E's Community Wildfire Safety Program followed by a Q&A session. The presentation focused on 2023 updates, Enhanced Power Safety Settings, and customer resources.

In-Person Answer Centers: Featured a 90-minute open house with informative poster boards displays informing customers about Enhanced Powerline Safety Settings (EPSS), community outages, reliability improvements and customer resources. Attendees were encouraged to speak to various in-person subject matter experts who were available to provide information and answer questions.

Regional Town Halls: Featured a presentation that provided updates on the implementation of the Regional Service Model in its respective region, including successes and challenges, highlighted winter storm response efforts, provided an update on wildfire prevention work, shared customer safety and preparedness resources, listened to customer feedback and answered questions during Q&A sessions.

The following sections provide a summary for each CWSP event, inclusive of the below data:

- Event details
- Outreach
- Customer feedback

**[Return to Table of Contents]**

## **Section 3 – Wildfire Safety Webinars**

### **Section 3.1 – Napa and Marin Counties**

#### Event Details

- **Date:** March 30, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 47
- **PG&E Presenters:**
  - Ron Richardson, Regional Vice President, North Coast Region
  - Tom Smith, Senior Manager, Customer Engagement and Strategy
  - Austin Sharp, Regional Senior Manager, North Coast Region
  - Mark Van Gorder, Local Government Affairs, Napa and Marin Counties

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

#### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 19 questions and comments were received on the following themes: undergrounding, infrastructure, vegetation, EPSS, and outage safety. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## Section 3.2 – Santa Cruz and San Luis Obispo Counties

### Event Details

- **Date:** April 13, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 226
- **PG&E Presenters:**
  - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
  - Matt Schneiderman, Regional Senior Manager, South Bay & Central Coast Region
  - Dave Meier, Senior Manager, Customer Emergency Planning and Operations
  - Daniel Keferl, Regional Safety Director, South Bay & Central Coast Region
  - Eric Daniels, Local Government Affairs, San Luis Obispo County

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 18 questions and comments were received on the following themes: vegetation, wildfire risk, customer resources, winter storms, and rates. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

### Section 3.3 – Santa Clara County

#### Event Details

- **Date:** April 18, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 107
- **PG&E Presenters:**
  - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
  - Dave Meier, Senior Manager, Customer Emergency Planning and Operations
  - Daniel Keferl, Regional Safety Director, South Bay & Central Coast Region
  - Christina Ramos, Local Government Affairs, Santa Clara County

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

#### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 6 questions and comments were received with a focus on vegetation and undergrounding. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**



### Section 3.4 – Nevada, Solano and Yolo Counties

#### Event Details

- **Date:** April 20, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 95
- **PG&E Presenters:**
  - Joe Wilson, Regional Vice President, North Valley & Sierra Region
  - Paul Jeske, Regional Safety Director, North Valley & Sierra Region
  - Dave Meier, Senior Manager, Customer Emergency Planning and Operations
  - Brandon Sanders, Local Government Affairs, Nevada County

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

#### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 10 questions and comments were received on the following themes: system hardening, customer resources, vegetation, and undergrounding. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

### Section 3.5 – Tehama, Lassen and Shasta Counties

#### Event Details

- **Date:** April 27, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 30
- **PG&E Presenters:**
  - Joe Wilson, Regional Vice President, North Valley & Sierra Region
  - Jim Monninger, Regional Senior Manager, North Valley & Sierra Region
  - Paul Jeske, Regional Safety Director, North Valley & Sierra Region
  - Ayla Tucker, Local Government Affairs, Tehama, Lassen and Shasta Counties

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

#### Question and Answer Session Summary

Participants had the opportunity to submit questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. One comment was received for this event; please see [Appendix D](#) for details.

**[Return to Table of Contents]**

### Section 3.6 – Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno Counties

#### Event Details

- **Date:** May 4, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 115
- **PG&E Presenters:**
  - Joshua Simes, Regional Vice President, Central Valley Region
  - Dave Meier, Senior Manager, Customer Emergency Planning and Operations
  - Nathan Alonzo, Local Government Affairs, Madera, Mariposa and Merced Counties

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

#### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 30 questions and comments were received on the following themes: customer resources, vegetation, undergrounding, EPSS, and storm response. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

### Section 3.7 – East Bay and Golden Gate Regional Centers

#### Event Details

- **Date:** May 23, 2023
- **Time:** 1:00 – 2:00 p.m.
- **Total Attendees:** 62
- **PG&E Presenter:**
  - Navjit Dosanjh Gill, Program Manager, Public Safety Power Shutoff Program

#### Event Outreach

To drive attendance, PG&E conducted outreach. Please see [Appendix A](#) for email invitations sent to all East Bay and Golden Gate Regional Center Staff to help share information and resources with access and functional needs customers.

#### Question and Answer Session Summary

Participants had the opportunity to submit questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. No questions or comments were received for this event.

**[Return to Table of Contents]**

### **Section 3.8 – Access and Functional Needs (AFN) Customers**

#### **Event Details**

- **Date:** June 7, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 293
- **PG&E Presenters:**
  - Tom Smith, Senior Manager, Customer Emergency Planning and Operations
  - Navjit Dosanjh Gill, Program Manager, Public Safety Power Shutoff Program

#### **Event Outreach**

To drive attendance, PG&E conducted outreach. Please see [Appendix A](#) for email invitations sent to all access and functional needs, electric customers.

#### **Question and Answer Session Summary**

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 30 questions and comments were received on the following themes: customer resources, undergrounding, outages, and vegetation. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

### Section 3.9 – Alpine, Stanislaus and San Joaquin Counties

#### Event Details

- **Date:** June 22, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 33
- **PG&E Presenters:**
  - Joshua Simes, Regional Vice President, Central Valley Region
  - Cornelius Morgan, Senior Director, Safety Operations
  - Tom Smith, Senior Manager, Customer Emergency Planning and Operations
  - Dylan George, Local Government Affairs, Alpine, Stanislaus and San Joaquin Counties

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

#### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 3 questions and comments were received with a focus on infrastructure. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

### **Section 3.10 – All Customers Summary**

#### **Event Details**

- **Date:** June 27, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 550
- **PG&E Presenters:**
  - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
  - Dave Meier, Senior Manager, Customer Emergency Planning & Operations
  - Tom Smith, Senior Manager, Customer Emergency Planning and Operations
  - John Costa, Senior Manager, Local Government Affairs

#### **Event Outreach**

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

#### **Question and Answer Session Summary**

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 35 questions and comments were received on the following themes: vegetation, undergrounding, customer resources, PSPS, and fire risk. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

### Section 3.11 – Access and Functional Needs (AFN) Customers

#### Event Details

- **Date:** July 25, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 254
- **PG&E Presenters:**
  - Tom Smith, Senior Manager, Customer Emergency Planning and Operations
  - Lizz Stout, Program Manager, Public Safety Power Shutoff Program

#### Event Outreach

To drive attendance, PG&E conducted outreach. Please see [Appendix A](#) for email invitations sent to all access and functional needs, electric customers.

#### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 23 questions and comments were received on the following themes: undergrounding, customer resources, vegetation, and outages. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**



### Section 3.12 – All Customers Summary

#### Event Details

- **Date:** July 26, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 597
- **PG&E Presenters:**
  - Ron Richardson, Regional Vice President, North Coast Region
  - Dave Meier, Senior Manager, Customer Emergency Planning & Operations
  - Tom Smith, Senior Manager, Customer Emergency Planning & Operations
  - Joe Segura, Program Manager, Customer Emergency Planning & Operations

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

#### Question and Answer Session Summary

Participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the webinar platform. A total of 41 questions and comments were received on the following themes: customer resources, undergrounding, outages, EPSS, and vegetation. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

### Section 3.13 – Enhanced Powerline Safety Settings Webinar: Alameda County

#### Event Details

- **Date:** August 17, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 33
- **PG&E Presenters:**
  - Aaron Johnson, Regional Vice President, Bay Area Region
  - Dave Meier, Senior Manager, Customer Emergency Planning & Operations
  - Tanya Ramirez, Divisions Operations Specialist, East Bay, Diablo and Missions Divisions
  - Eric Lamoureux, Chief of Strategy, Wildfire & Emergency Operations
  - Osami Takeshima, Supervisor, Electric Distribution Planning

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations and [Appendix B](#) for social media postings.

#### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 13 questions and comments were received on the following themes: outages, customer resources, PSPS, EPSS, and safety. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

### **Section 3.14 – Community Based Organizations (CBO)**

#### **Event Details**

- **Date:** September 12, 2023
- **Time:** 12:30 – 1:30 p.m.
- **Total Attendees:** 24
- **PG&E Presenters:**
  - Tom Smith, Senior Manager, Customer Emergency Planning and Operations
  - Lizz Stout, Program Manager, Public Safety Power Shutoff Program

#### **Event Outreach**

To drive attendance, PG&E conducted outreach through a variety of channels. Please see [Appendix A](#) for email invitations sent to all community-based organizations that serve access and functional needs electric customers.

#### **Question and Answer Session Summary**

Participants had the opportunity to submit questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. No questions or comments were received for this event.

**[Return to Table of Contents]**

## **Section 4 – Regional Town Halls**

### **Section 4.1 – Quarter Two Regional Town Hall: South Bay & Central Coast Region Summary**

#### Event Details

- **Date:** May 16, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 148
- **PG&E Presenters:**
  - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
  - Daniel Keferl, Regional Safety Director, South Bay & Central Coast Region
  - Matt Schneiderman, Regional Senior Manager, South Bay & Central Coast Region
  - Tom Smith, Senior Manager, Customer Emergency Planning & Operations

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

#### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 25 questions and comments were received on the following themes: renewable energy, infrastructure, power generation, solar, and customer resources. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## Section 4.2 – Quarter Two Regional Town Hall: Bay Area Region

### Event Details

- **Date:** May 18, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 364
- **PG&E Presenters:**
  - Aaron Johnson, Regional Vice President, Bay Area Region
  - John Gilginas, Regional Safety Director, Bay Area Region
  - Mike Bockrath, Regional Senior Manager, Bay Area Region
  - Dave Meier, Senior Manager, Customer Emergency Planning & Operations

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 55 questions and comments were received on the following themes: billing, infrastructure, customer resources, grid capacity, and finances. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

### Section 4.3 – Quarter Two Regional Town Hall: North Valley & Sierra Region

#### Event Details

- **Date:** May 23, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 558
- **PG&E Presenters:**
  - Joe Wilson, Regional Vice President, North Valley & Sierra Region
  - Paul Jeske, Regional Safety Director, North Valley & Sierra Region
  - Alison Feliz-Wukasinovich, Regional Senior Manager, North Valley & Sierra Region
  - Tom Smith, Senior Manager, Customer Emergency Planning & Operations

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

#### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 46 questions and comments were received on the following themes: vegetation, customer resources, wood management, billing, and undergrounding. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## Section 4.4 – Quarter Two Regional Town Hall: North Coast Region Summary

### Event Details

- **Date:** May 30, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 97
- **PG&E Presenters:**
  - Ron Richardson, Regional Vice President, North Coast Region
  - Corey Zeigler, Regional Safety Director, North Coast Region
  - Austin Sharp, Regional Senior Manager, North Coast Region
  - Tom Smith, Senior Manager, Customer Emergency Planning & Operations

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 11 questions and comments were received on the following themes: outages, local/agency partnerships, wildfire safety work, PG&E contacts, and customer resources. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

#### Section 4.5 – Quarter Two Regional Town Hall: Central Valley Region

- **Date:** June 8, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 146
- **PG&E Presenters:**
  - Joshua Simes, Regional Vice President, Central Valley Region
  - Cornelius Morgan, Regional Safety Director, Central Valley Region
  - Greg Race, Regional Senior Manager, Central Valley Region
  - Tom Smith, Senior Manager, Customer Emergency Planning & Operations

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

#### Question and Answer Session Summary

Participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the webinar platform. A total of 29 questions and comments were received on the following themes: vegetation, funding, situational awareness, billing, and outages. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**



## Section 4.6 – Quarter Three Regional Town Hall: North Valley & Sierra Region

### Event Details

- **Date:** August 1, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 123
- **PG&E Presenters:**
  - Joe Wilson, Regional Vice President, North Valley & Sierra Region
  - Paul Jeske, Regional Safety Director, North Valley & Sierra Region
  - Alison Feliz-Wukasinovich, Regional Senior Manager, North Valley & Sierra Region
  - Tom Smith, Senior Manager, Customer Emergency Planning & Operations

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 17 questions and comments were received on the following themes: customer resources, outages, infrastructure, EPSS, and fire risk. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## Section 4.7 – Quarter Three Regional Town Hall: Bay Area Region

### Event Details

- **Date:** August 2, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 320
- **PG&E Presenters:**
  - Aaron Johnson, Regional Vice President, Bay Area Region
  - John Gilginas, Regional Safety Director, Bay Area Region
  - Mike Bockrath, Regional Senior Manager, Bay Area Region
  - Ricardo Navarro, Principal Program Manager, Customer Emergency Operations

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 21 questions and comments were received on the following themes: customer resources, infrastructure, outages, billing, and undergrounding. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## Section 4.8 – Quarter Three Regional Town Hall: South Bay & Central Coast Region

### Event Details

- **Date:** August 8, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 200
- **PG&E Presenters:**
  - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
  - Daniel Keferl, Regional Safety Director, South Bay & Central Coast Region
  - Jeremy Howard, Regional Senior Manager, South Bay & Central Coast Region
  - Joe Segura, Principal Program Manager, Customer Emergency Operations

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 31 questions and comments were received on the following themes: undergrounding, EV, fire risk, infrastructure, and customer resources. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## Section 4.9 – Quarter Three Regional Town Hall: North Coast Region

### Event Details

- **Date:** August 9, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 174
- **PG&E Presenters:**
  - Ron Richardson, Regional Vice President, North Coast Region
  - John Gilginas, Regional Safety Director
  - Austin Sharp, Regional Senior Manager, North Coast Region
  - Joe Segura, Principal Program Manager, Customer Emergency Operations

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 19 questions and comments were received on the following themes: undergrounding, claims, fire risk, outages, and wood management. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## Section 4.10 – Quarter Three Regional Town Hall: Central Valley Region Summary

### Event Details

- **Date:** August 10, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 145
- **PG&E Presenters:**
  - Joshua Simes, Regional Vice President, Central Valley Region
  - Dan Keferl, Regional Safety Director
  - Greg Race, Regional Senior Manager, Central Valley Region
  - Dave Meier, Senior Manager, Customer Emergency Operations

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings, and [Appendix C](#) for event media advisory.

### Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 22 questions and comments were received on the following themes: customer resources, billing, outages, solar, and vegetation. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## **Section 5 – In-Person Answer Centers**

### **Section 5.1 – Capay Valley**

#### Event Details

- **Date:** July 20, 2023
- **Time:** 5:00 – 7:00 p.m.
- **Total Attendees:** 16
- **PG&E Presenters:**
  - Joe Wilson, Regional Vice President, North Valley & Sierra Region
  - Dave Meier, Senior Manager, Customer Emergency Planning & Operations
  - Alison Feliz-Wukasinovich, Regional Senior Manager, North Valley & Sierra Region
  - Joe Segura, Program Manager, Customer Emergency Planning & Operations
  - Brian Swanson, Subject Matter Expert
  - John Walsh, Subject Matter Expert
  - Vishaldeep Singh, Subject Matter Expert
  - RJ Jammu, Subject Matter Expert
  - Ryan Muir, Subject Matter Expert
  - Brad Stricklin, Subject Matter Expert

#### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations and [Appendix B](#) for social media postings.

#### Question and Answer Session Summary

Throughout the event, participants had the opportunity to submit question and comment cards for PG&E’s subject matter experts. A total of 5 questions and comment cards were submitted during the event, with a focus on notifications, safety and claims. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## Section 5.2 – Los Gatos County

### Event Details

- **Date:** August 15, 2023
- **Time:** 5:00 – 7:00 p.m.
- **Total Attendees:** 26
- **PG&E Presenters:**
  - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
  - Daniel Ceden, Internal Principal Regional Operations Specialist, South Bay & Central Coast Region
  - Mayra Tostado, External Principal Regional Operations Specialist, South Bay & Central Coast Region
  - Matthew Schneiderman, Regional Senior Manager, South Bay & Central Coast Region
  - Dave Meier, Senior Manager, Customer Emergency Planning and Operations
  - Ricardo Navarro, Principal Program Manager, Customer Emergency Operations
  - John Kemp, Subject Matter Expert
  - Dave Ambriz, Subject Matter Expert
  - Kevin Conant, Subject Matter Expert
  - Patrick Ellis, Subject Matter Expert
  - Chanell Mays, Subject Matter Expert
  - Robert Johnson, Subject Matter Expert
  - Baaron Mbakwe, Subject Matter Expert
  - Denny Boyles, Subject Matter Expert
  - Jen Huang, Subject Matter Expert
  - Julie Scheve, Subject Matter Expert
  - James Saechou, Subject Matter Expert
  - Jakob Trconic, Subject Matter Expert

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations and [Appendix B](#) for social media postings.

### Question and Answer Session Summary

Throughout the event, participants had the opportunity to submit question and comment cards for PG&E's subject matter experts. A total of 7 questions and comment cards were submitted during the event. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

### Section 5.3 – Lafayette and Moraga Counties

#### Event Details

- **Date:** August 22, 2023
- **Time:** 5:00 – 7:00 p.m.
- **Total Attendees:** 76
- **PG&E Presenters:**
  - Aaron Johnson, Regional Vice President, Bay Area Region
  - Monica Tell, Regional Senior Manager, Bay Area Region
  - Dave Meier, Senior Manager, Customer Emergency Planning & Operations
  - Joe Segura, Program Manager, Customer Emergency Planning & Operations
  - Eric Lamoreux, Chief of Strategy, Wildfire & Emergency Operations
  - Les Putnam, Subject Matter Expert
  - Lauren Urhausen, Subject Matter Expert
  - Stephanie Stewart, Subject Matter Expert
  - Sunil Rajappa, Subject Matter Expert
  - Shanzay Sheikh-Mehtani External Principal Regional Operations Specialist, Bay Area Region
  - Matt McLane, Subject Matter Expert
  - Josh Green, Subject Matter Expert
  - Daniel Newell, Subject Matter Expert
  - Ryan Willis, Subject Matter Expert
  - Jonathan Nicolas, Subject Matter Expert
  - Sarah Yoell, Subject Matter Expert
  - Tanya Ramirez, Divisions Operations Specialist, East Bay, Diablo and Missions Divisions
  - Tamar Sarkissian, Subject Matter Expert
  - Ed Aparis, Subject Matter Expert

#### Event Outreach

To drive attendance, PG&E conducted outreach. Please see [Appendix A](#) for email invitations.

#### Question and Answer Session Summary

Throughout the event, participants had the opportunity to submit question and comment cards for PG&E’s subject matter experts. A total of 14 questions and comment cards were submitted during the event. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**



## Section 5.4 – Groveland

### Event Details

- **Date:** October 9, 2023
- **Time:** 1:00 – 2:30 p.m.
- **Total Attendees:** 119
- **PG&E Presenters:**
  - Joshua Simes, Regional Vice President, Central Valley Region
  - Tracey Mello, Regional Senior Manager, Central Valley Region
  - Michael Gaffney, Subject Matter Expert
  - Nathan Alonzo, Local Government Affairs, Madera, Mariposa and Merced Counties
  - Denny Boyles, Subject Matter Expert
  - Jay Daniels, Subject Matter Expert
  - Miki Revord, Subject Matter Expert
  - Jose Jimenez, Subject Matter Expert
  - Eric Lamoureux, Chief of Strategy, Wildfire & Emergency Operations
  - Joe Segura, Program Manager, Customer Emergency Planning & Operations
  - Ricardo Navarro, Principal Program Manager, Customer Emergency Operations

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations and [Appendix B](#) for social media postings.

### Question and Answer Session Summary

Throughout the event, participants had the opportunity to submit question and comment cards for PG&E’s subject matter experts. A total of 16 questions and comment cards were submitted during the event. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## Section 5.5 – Sonora

### Event Details:

- **Date:** October 9, 2023
- **Time:** 6:00 – 7:30 p.m.
- **Total Attendees:** 35
- **PG&E Presenters:**
  - Joshua Simes, Regional Vice President, Central Valley Region
  - Tracy Mello, Regional Senior Manager, Central Valley Region
  - Michael Gaffney, Subject Matter Expert
  - Nathan Alonzo, Local Government Affairs, Madera, Mariposa and Merced Counties
  - Denny Boyles, Subject Matter Expert
  - Jay Daniels, Subject Matter Expert
  - Miki Revord, Subject Matter Expert
  - Jose Jimenez, Subject Matter Expert
  - Eric Lamoureux, Chief of Strategy, Wildfire & Emergency Operations
  - Joe Segura, Program Manager, Customer Emergency Planning & Operations
  - Ricardo Navarro, Principal Program Manager, Customer Emergency Operations

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations and [Appendix B](#) for social media postings.

### Question and Answer Session Summary

Throughout the event, participants had the opportunity to submit question and comment cards for PG&E’s subject matter experts. A total of 7 questions and comment cards were submitted during the event. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## Section 5.6 –Calaveras County

### Event Details

- **Date:** November 7, 2023
- **Time:** 5:30 – 7:00 p.m.
- **Total Attendees:** 8
- **PG&E Presenters:**
  - Sarah Rasheed, Subject Matter Expert
  - Tracy Mello, Regional Senior Manager, Central Valley Region
  - Miki Revord, Subject Matter Expert
  - Will Harris, Subject Matter Expert
  - Caity Manhold, Subject Matter Expert
  - Jason Risen, Subject Matter Expert
  - Robin Avery, Subject Matter Expert
  - Nathan Alonzo, Local Government Affairs, Madera, Mariposa and Merced Counties
  - Tony McDaniel, Subject Matter Expert
  - Rob Cosmero, Subject Matter Expert
  - Joe Segura, Program Manager, Customer Emergency Planning & Operations
  - Jose Jimenez, Subject Matter Expert
  - Mike Metrovich, Subject Matter Expert
  - Ivan Cortez, Subject Matter Expert
  - Jeff Smith, Subject Matter Expert
  - Haley Wolfe, Subject Matter Expert
  - Michael Gaffney, Subject Matter Expert
  - Theresa English, Subject Matter Expert
  - Darlene Owens, Subject Matter Expert

### Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations and [Appendix B](#) for social media postings.

### Question and Answer Session Summary


Throughout the event, participants had the opportunity to submit question and comment cards for PG&E’s subject matter experts. A total of 2 questions and comment cards were submitted during the event. For a full list of questions/comments, please see [Appendix D](#).

**[Return to Table of Contents]**

## **Section 6 – APPENDIX A: EMAIL INVITATIONS**

### Wildfire Safety Webinar: Napa and Marin Counties

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**  
Napa & Marin Counties  
Thursday, March 30 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-790-1836»](#)

Conference ID: 7108900

**We encourage you to join and:**


- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Ron Richardson

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Wildfire Safety Webinar: Santa Cruz and San Luis Obispo Counties

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**  
Santa Cruz and San Luis Obispo Counties  
Thursday, April 13 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-790-1836»](#)

Conference ID: 7108900

**We encourage you to join and:**


- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Teresa Alvarado

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Wildfire Safety Webinar: Santa Clara County

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**  
Santa Clara County  
Tuesday, April 18 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-790-1836»](#)

Conference ID: 7108900

**We encourage you to join and:**


- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Teresa Alvarado

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Wildfire Safety Webinar: Nevada, Solano and Yolo Counties

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**  
Nevada, Solano and Yolo Counties  
Thursday, April 20 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 800-857-5089»](#)

Conference ID: 1357876

**We encourage you to join and:**


- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joe Wilson

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Wildfire Safety Webinar: Tehama, Lassen and Shasta Counties

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**  
Tehama, Lassen and Shasta Counties  
Thursday, April 27 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-790-1836»](#)

Conference ID: 7108900

**We encourage you to join and:**

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joe Wilson


For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**



Wildfire Safety Webinar: Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno Counties

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**  
Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno Counties

Thursday, May 4 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-790-1836»](#)

Conference ID: 7108900

**We encourage you to join and:**


- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joshua Simes

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: South Bay and Central Coast Region

Join us for a virtual town hall to learn more about how we are working to better serve you and your community.



**PG&E Virtual South Bay & Central Coast Town Hall**

Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz Counties

Tuesday, May 16 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-566-6507»](#)

Conference ID: 3186580

We'll share more about our wildfire safety efforts within your region and community resources available to keep you safe. You can ask questions and share your feedback with the local PG&E team.

**We encourage you to join and:**


- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with PG&E's regional leadership team, including Regional Vice President, Teresa Alvarado

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: Bay Area Region

Join us for a virtual town hall to learn more about how we are working to better serve you and your community.



**PG&E Virtual Bay Area Town Hall**  
Alameda, Contra Costa, San Francisco and San Mateo Counties  
Thursday, May 18 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-603-7092»](#)

Conference ID: 7896319

We'll share more about our wildfire safety efforts within your region and community resources available to keep you safe. You can ask questions and share your feedback with the local PG&E team.

**We encourage you to join and:**

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with PG&E's regional leadership team, including Regional Vice President, Aaron Johnson

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Wildfire Safety Webinar: East Bay and Golden Gate Regional Centers

**PG&E Community Wildfire Safety Program**  
**Regional Center Presentations Invite - East Bay and Golden Gate Regional Centers**

**SUBJECT: You are Invited: PG&E Wildfire Safety Webinar for East Bay and Golden Gate Regional Center Staff**

On **Tuesday, May 23 from 1 – 2 p.m.**, PG&E is hosting an interactive webinar for East Bay and Golden Gate Regional Center Staff to share the latest updates on our wildfire prevention efforts and resources available to our customers. Attendees will have an opportunity to ask questions and share feedback with the PG&E team.

**PG&E Wildfire Safety Webinar for East Bay and Golden Gate Regional Center Staff**

Tuesday, May 23 | 1 – 2 p.m.

Click this link to join the webinar: <https://bit.ly/3nxdZ9b>

Call: 888-942-9568

Conference ID: 7192506

Join to learn more about our:

- Work to reduce wildfire risk and improve reliability for our [customers](#)
- Medical Baseline Program and additional customer resources
- Region-specific partnerships

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

We encourage you to share this invitation with anyone from your team who may be interested in learning more about our wildfire safety efforts. Please reach out directly with any questions.

To view past webinar recordings, please visit [pge.com/webinars](https://pge.com/webinars).


Sincerely,

Navjit Dosanjh Gill

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: North Valley and Sierra Region

Join us for a virtual town hall to learn more about how we are working to better serve you and your community.



**PG&E Virtual North Valley & Sierra Town Hall**

Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo and Yuba Counties

Tuesday, May 23 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-566-6507 »](tel:888-566-6507)

Conference ID: 3186580

We'll share more about our wildfire safety efforts within your region and community resources available to keep you safe. You can ask questions and share your feedback with the local PG&E team.

**We encourage you to join and:**


- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with PG&E's regional leadership team, including Regional Vice President, Joe Wilson

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: North Coast Region

Join us for a virtual town hall to learn more about how we are working to better serve you and your community.



**PG&E Virtual North Coast Town Hall**

Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity Counties

Tuesday, May 30 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-982-4693 »](#)

Conference ID: 1576502

We'll share more about our wildfire safety efforts within your region and community resources available to keep you safe. You can ask questions and share your feedback with the local PG&E team.

**We encourage you to join and:**


- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with PG&E's regional leadership team, including Regional Vice President, Ron Richardson

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

[\[Return to Table of Contents\]](#)

Wildfire Safety Webinar: Access and Functional Needs (AFN) Customers

PG&E is hosting a webinar to discuss wildfire safety and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**  
Access and Functional Needs Customers  
Wednesday, June 7 | 5:30 – 6:30 p.m.

[Join webinar »](#)

[Call 1-888-566-6507 »](tel:1-888-566-6507)

Conference ID: 3186580

**We encourage you to join and:**

- Learn about wildfire safety efforts
- Hear about resources and partnerships to support you, including PG&E's Medical Baseline Program
- Connect and share feedback with the PG&E team


English, Spanish and Chinese closed captioning will be available, along with American Sign Language.

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: Central Valley Region

Join us for a virtual town hall to learn more about how we are working to better serve you and your community.



**PG&E Virtual Central Valley Town Hall**

Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne Counties

Thursday, June 8 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-566-6507 »](tel:888-566-6507)

Conference ID: 3186580

We'll share more about our wildfire safety efforts within your region and community resources available to keep you safe. You can ask questions and share your feedback with the local PG&E team.

**We encourage you to join and:**

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with PG&E's regional leadership team, including Regional Vice President, Joshua Simes


For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**



Wildfire Safety Webinar: Alpine, Stanislaus and San Joaquin Counties

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**  
Alpine, Stanislaus and San Joaquin Counties  
Thursday, June 22 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-810-9160 »](#)

Conference ID: 1732967

**We encourage you to join and:**

- Learn about wildfire safety improvements
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joshua Simes

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

[\[Return to Table of Contents\]](#)

Wildfire Safety Webinar: All Customers

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**

All Customers

Tuesday, June 27 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-997-8508 »](#)

Conference ID: 8911342

**We encourage you to join and:**

- Learn about wildfire safety improvements
- Hear about resources available to support you
- Connect with PG&E leadership

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

In-Person Answer Center: Capay Valley

PG&E is hosting an answer center to discuss wildfire safety outages and reliability improvements in Capay Valley and surrounding areas.



**Answer Center for Capay Valley Residents**

Western Yolo Grange  
16787 Forest Ave B312, Guinda, CA 95637

Thursday, July 20 | 5:30 - 7 p.m.

PG&E invites you and your neighbors to join us at a community answer center to discuss your electric service and the steps we are taking to improve. We know many of our customers in the Capay Valley have experienced outages in recent months. Our team will be there to share information and answer any questions you have.

PG&E subject matter experts will be in attendance to discuss:


- Outages you have experienced and steps we are taking to improve safety and reliability
- Wildfire safety efforts in your community
- Customer resources and support available to you

We encourage you to review and update your contact information at [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) and visit our Safety Action Center at [safetyactioncenter.pge.com](https://www.safetyactioncenter.pge.com) for outage preparedness tips and resources.

**[Return to Table of Contents]**

Wildfire Safety Webinar: Access and Functional Needs (AFN) Customers

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**  
Access and Functional Needs Customers  
Tuesday, July 25 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-566-650 »](#)

Conference ID: 3186580

**We encourage you to join and:**


- Learn about our wildfire safety efforts
- Hear about resources and partnerships to support you, including PG&E's Medical Baseline Program
- Connect and share feedback with the PG&E team

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Wildfire Safety Webinar: All Customers

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**  
All Customers  
Wednesday, July 26 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-323-9710 »](tel:888-323-9710)

Conference ID: 7952909

**We encourage you to join and:**


- Learn about wildfire safety effort
- Hear about resources and partnerships to support you, including PG&E's Medical Baseline Program
- Connect with PG&E leadership

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Quarter Three Regional Town Hall: North Valley and Sierra Region

Join us for a virtual town hall to learn more about how we are working to better serve you and your community.



**PG&E Virtual North Valley & Sierra Town Hall**

Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo and Yuba Counties

Tuesday, August 1 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-469-0865 »](tel:888-469-0865)

Conference ID: 6913675

We'll share more about the weather during wildfire season, wildfire preparedness and safety resources. You can ask questions and share your feedback with the local PG&E team.

**We encourage you to join and:**


- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with PG&E's regional leadership team, including Regional Vice President, Joe Wilson

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Quarter Three Regional Town Hall: Bay Area Region

Join us for a virtual town hall to learn more about how we are working to better serve you and your community.



**PG&E Virtual Bay Area Town Hall**

Alameda, Contra Costa, San Francisco and San Mateo Counties

Wednesday, August 2 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 800-857-9717 »](#)

**Conference ID: 8686623**

We'll share more about the weather during wildfire season, wildfire preparedness and safety resources. You can ask questions and share your feedback with the local PG&E team.

**We encourage you to join and:**


- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with PG&E's regional leadership team, including Regional Vice President, Aaron Johnson

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

Quarter Three Regional Town Hall: South Bay and Central Coast Region

Join us for a virtual town hall to learn more about how we are working to better serve you and your community.



**PG&E Virtual South Bay & Central Coast Town Hall**

Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz Counties

Tuesday, August 8 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-972-9343 »](tel:888-972-9343)

Conference ID: 7284596

We'll share more about the weather during wildfire season, wildfire preparedness and safety resources. You can ask questions and share your feedback with the local PG&E team.

**We encourage you to join and:**

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with PG&E's regional leadership team, including Regional Vice President, Teresa Alvarado


For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**



Quarter Three Regional Town Hall: North Coast Region

Join us for a virtual town hall to learn more about how we are working to better serve you and your community.



**PG&E Virtual North Coast Town Hall**

Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity Counties

Wednesday, August 9 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 800-857-9830 »](#)

Conference ID: 1377301

We'll share more about the weather during wildfire season, wildfire preparedness and safety resources. You can ask questions and share your feedback with the local PG&E team.

**We encourage you to join and:**


- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with PG&E's regional leadership team, including PG&E Vice President Ron Richardson

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com).

**[Return to Table of Contents]**

Quarter Three Regional Town Hall: Central Valley Region

Join us for a virtual town hall to learn more about how we are working to better serve you and your community.



**PG&E Virtual Central Valley Town Hall**

Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne Counties

Thursday, August 10 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-831-8981 »](#)

Conference ID: 7567030

We'll share more about the weather during wildfire season, wildfire preparedness and safety resources. You can ask questions and share your feedback with the local PG&E team.

**We encourage you to join and:**

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with PG&E's regional leadership team, including Regional Vice President, Joshua Simes

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

In-Person Answer Center: Los Gatos County

PG&E is hosting a live in-person open house to discuss wildfire safety outages and reliability improvements on your specific electric power circuit.



**Open House for Impacted Customers  
in Los Gatos Area**

Los Gatos History Club  
123 Los Gatos Boulevard  
Los Gatos, CA 95030

Tuesday, August 15 | 5:00 – 7 p.m.

PG&E invites you and your neighbors to join us at an open house to discuss your electric service and the steps we are taking to improve. We know many of our customers in the Los Gatos area have experienced outages in recent months. Our team will be there to share information and answer any questions you have.

**PG&E subject matter experts will be in attendance to discuss:**

- Outages you have experienced and steps we are taking to improve safety and reliability
- Wildfire safety efforts in your community
- Customer resources and support available to you

We encourage you to review and update your contact information at [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) and visit our Safety Action Center at [safetyactioncenter.pge.com](https://www.pge.com/safetyactioncenter) for outage preparedness tips and resources.

**[Return to Table of Contents]**

Enhanced Powerline Safety Settings County Customer Webinar: Alameda



**Join Us!**  
**Wildfire Safety Webinar  
For Your Community**  
Thursday, August 17 | 5:30 – 7:00 p.m.  
Link: <https://bit.ly/3OZ98ox>  
Dial-in: **888-324-2872**  
Conference ID: 5085778

Dear neighbor,

We are inviting you to a community webinar to discuss the recent unplanned safety power outages you have experienced and the steps we are taking to improve your electrical reliability. You will have an opportunity to ask questions and share feedback with the local PG&E team. We hope you will be able to join us.

As you may know, the powerlines serving your home or business are protected by [Enhanced Powerline Safety Settings \(EPSS\)](#). This proven wildfire prevention tool is one of our layers of safety helping to prevent wildfires in your community. In 2022, there were 66% fewer ignitions on EPSS-enabled lines.\*

During the meeting, we will share:

- Information about these settings.
- How these settings are helping to protect you and your community from wildfires.
- Why you have experienced recent outages.
- Updates on the work we are doing to minimize the impact of outages and strengthen our electric system.

Please join us to learn more, ask questions and provide your feedback on our ongoing efforts.

Thank you,

Aaron Johnson  
Vice President, Bay Area  
Pacific Gas and Electric Company

We encourage you to provide your name and contact information when signing into the webinar so we can provide you with follow up information and future updates.  
\*This measures reportable ignitions to the California Public Utilities Commission (CPUC) on distribution powerlines in High Fire-Threat Districts, compared to the weather-normalized 2018-2020 average.

**[Return to Table of Contents]**

In-Person Answer Center: Lafayette and Moraga Counties

PG&E is hosting an answer center to discuss wildfire safety outages and reliability improvements on your specific electric power circuit.



**Answer Center for Impacted Customers  
in the Lafayette and Moraga Areas**

Lafayette Veterans Memorial Center East Room  
3780 Mount Diablo Blvd  
Lafayette, CA 94549

Tuesday, August 22 | 5:30 – 7 p.m.

PG&E invites you and your neighbors to join us at the answer center to discuss your electric service and the steps we are taking to improve. We know many of our customers in the Lafayette and Moraga areas have experienced outages in recent months. Our team will be there to share information and answer any questions you have.

**PG&E subject matter experts will be in attendance to discuss:**


- Outages you have experienced and steps we are taking to improve safety and reliability
- Wildfire safety efforts in your community
- Customer resources and support available to you

We encourage you to review and update your contact information at [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) and visit our Safety Action Center at [safetyactioncenter.pge.com](https://www.pge.com/safetyactioncenter) for outage preparedness tips and resources.

**[Return to Table of Contents]**

Wildfire Safety Webinar: Community Based Organizations (CBO)

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



**PG&E Wildfire Safety Webinar**  
Community Based Organizations  
Tuesday, September 12 | 12:30 - 1:30 p.m.

[Join webinar »](#)

[Call 888-989-6495 »](tel:888-989-6495)

Conference ID: 6739964

**We encourage you to join and:**

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect and share feedback with the PG&E team

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »

**[Return to Table of Contents]**

In-Person Answer Center: Groveland

PG&E is hosting a live in-person answer center to discuss wildfire safety outages and reliability improvements on your specific electric power circuit.



**Answer Center for Impacted Customers  
in Groveland**

Groveland Community Resilience Center  
18986 Ferretti Road  
Groveland, CA 95321

Monday, October 9 | 1:00 – 2:30 p.m.

PG&E invites you and your neighbors to join us at an answer center to discuss your electric service and the steps we are taking to improve. We know many of our customers in the Groveland area have experienced outages in recent months. Our team will be there to share information and answer any questions you have.

**PG&E subject matter experts will be in attendance to discuss:**

- Outages you have experienced and steps we are taking to improve safety and reliability
- Wildfire safety efforts in your community
- Customer resources and support available to you

We encourage you to review and update your contact information at [pge.com/mywildfirealerts](https://pge.com/mywildfirealerts) and visit our Safety Action Center at [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) for outage preparedness tips and resources.

**[Return to Table of Contents]**

In-Person Answer Center: Sonora

PG&E is hosting a live in-person answer center to discuss wildfire safety outages and reliability improvements on your specific electric power circuit.



**Answer Center for Impacted Customers  
in Tuolumne County**

Best Western Plus Sonora Oaks Hotel & Conference Center  
19551 Hess Avenue  
Sonora, CA 95370

Monday, October 9 | 6:00 – 7:30 p.m.

PG&E invites you and your neighbors to join us at an answer center to discuss your electric service and the steps we are taking to improve. We know many of our customers in the Tuolumne County area have experienced outages in recent months. Our team will be there to share information and answer any questions you have.

**PG&E subject matter experts will be in attendance to discuss:**

- Outages you have experienced and steps we are taking to improve safety and reliability
- Wildfire safety efforts in your community
- Customer resources and support available to you

We encourage you to review and update your contact information at [pge.com/mywildfirealerts](https://pge.com/mywildfirealerts) and visit our Safety Action Center at [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) for outage preparedness tips and resources.

**[Return to Table of Contents]**



In-Person Answer Center: Calaveras County

PG&E is hosting an in-person answer center to answer your specific questions about wildfire safety outages and reliability improvements in your area.



**Answer Center for Impacted Customers  
in Calaveras County**

San Andreas Town Hall  
24 Church Hill Road  
San Andreas, CA 95249

Tuesday, November 7 | 5:30 – 7:00 p.m.

PG&E invites you and your neighbors to join us at an answer center to discuss your electric service and the steps we are taking to improve. We know many of our customers in the Calaveras County area have experienced outages in recent months. Our team will be there to share information in an open house format and answer any questions you have.

**PG&E subject matter experts will be in attendance to discuss:**

- Outages you have experienced and steps we are taking to improve safety and reliability
- Wildfire safety efforts in your community
- Customer resources and support available to you

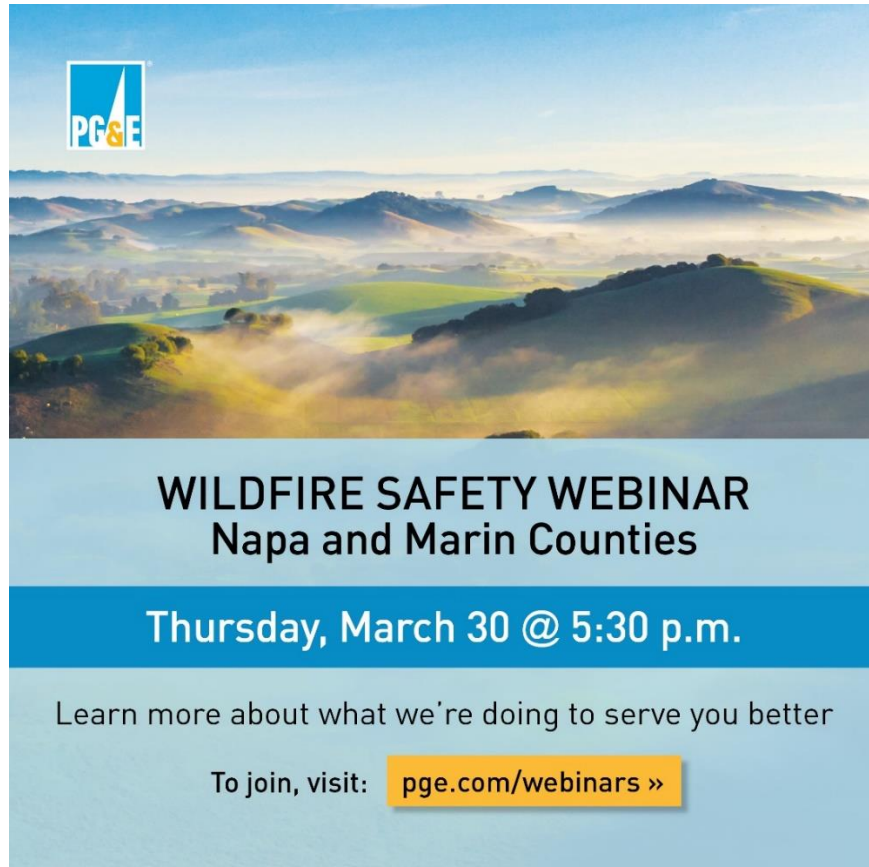
We encourage you to review and update your contact information at [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) and visit our Safety Action Center at [safetyactioncenter.pge.com](https://www.pge.com/safetyactioncenter) for outage preparedness tips and resources.

**[Return to Table of Contents]**

## **Section 7 – APPENDIX B: Social Media Postings**

### Wildfire Safety Webinar: Napa and Marin Counties

INSTAGRAM POST:



FACEBOOK POST:



**[Return to Table of Contents]**

Wildfire Safety Webinar: Santa Cruz and San Luis Obispo Counties

INSTAGRAM POST:



The Instagram post features a scenic aerial view of a valley with rolling green hills and a town. In the top left corner is the PG&E logo. The text is centered and reads: "WILDFIRE SAFETY WEBINAR Santa Cruz and San Luis Obispo Counties Thursday, April 13 @ 5:30 p.m. Learn about our wildfire safety efforts and progress in your community. To join, visit: [pge.com/webinars](https://pge.com/webinars) »"

FACEBOOK POST:



The Facebook post features a scenic aerial view of a valley with rolling green hills and a town. The PG&E logo is in the top left. The text is arranged as follows: "WILDFIRE SAFETY WEBINAR Santa Cruz and San Luis Obispo Counties Thursday, April 13 @ 5:30 p.m. Learn about our wildfire safety efforts and progress in your community. To join, visit: [pge.com/webinars](https://pge.com/webinars) »"

[\[Return to Table of Contents\]](#)

Wildfire Safety Webinar: Santa Clara County

INSTAGRAM POST:



FACEBOOK POST:



[Return to Table of Contents]

**Wildfire Safety Webinar: Nevada, Solano and Yolo Counties**

INSTAGRAM POST:



FACEBOOK POST:



[\[Return to Table of Contents\]](#)

Wildfire Safety Webinar: Tehama, Lassen and Shasta Counties

INSTAGRAM POST:



FACEBOOK POST:



[Return to Table of Contents]

Wildfire Safety Webinar: Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno Counties

INSTAGRAM POST:



The Instagram post features a scenic background image of a sunset over a large body of water, with the sun low on the horizon and its light reflecting on the water. The PG&E logo is positioned in the top left corner. The text is centered and reads: "WILDFIRE SAFETY WEBINAR", "Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno Counties", "Thursday, May 4 @ 5:30 p.m.", "Learn about our wildfire safety efforts and progress in your community.", and "To join, visit: [pge.com/webinars](https://pge.com/webinars) »".

FACEBOOK POST:

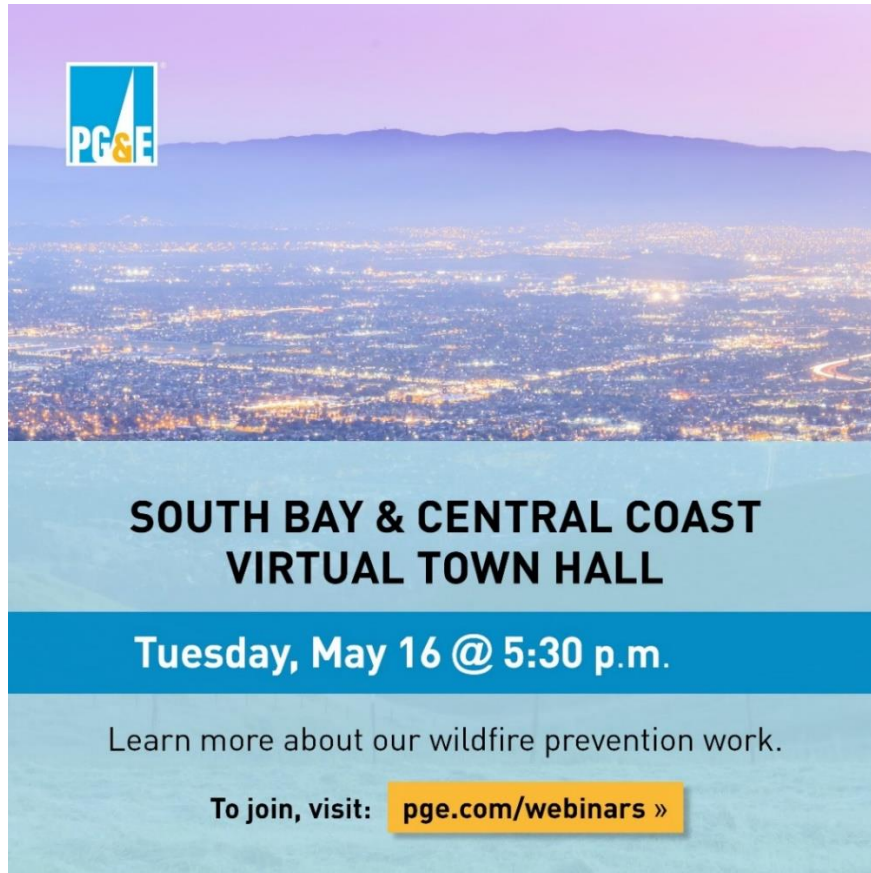


The Facebook post graphic has a light blue background on the left and a sunset landscape on the right. It includes the PG&E logo, the title "WILDFIRE SAFETY WEBINAR", the subtitle "Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno Counties", the date and time "Thursday, May 4 @ 5:30 p.m.", the description "Learn about our wildfire safety efforts and progress in your community.", and the call to action "To join, visit: [pge.com/webinars](https://pge.com/webinars) »".

[Return to Table of Contents]

Quarter Two Regional Town Hall: South Bay & Central Coast Region

INSTAGRAM POST:



FACEBOOK POST:

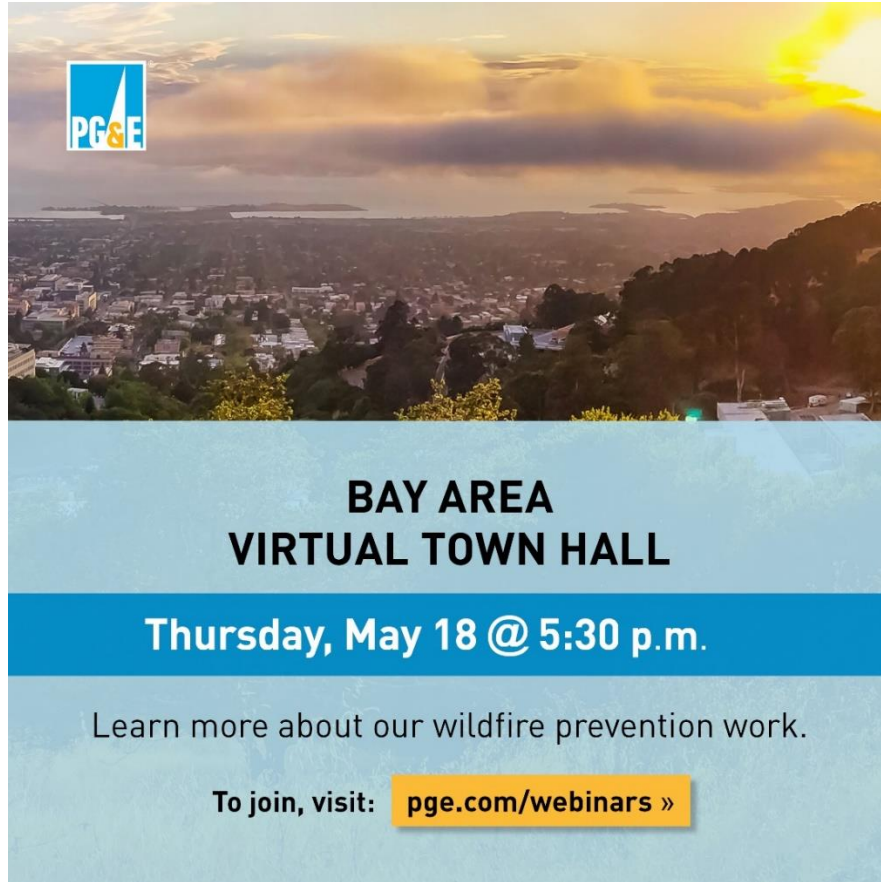


[Return to Table of Contents]



Quarter Two Regional Town Hall: Bay Area Region

INSTAGRAM POST:



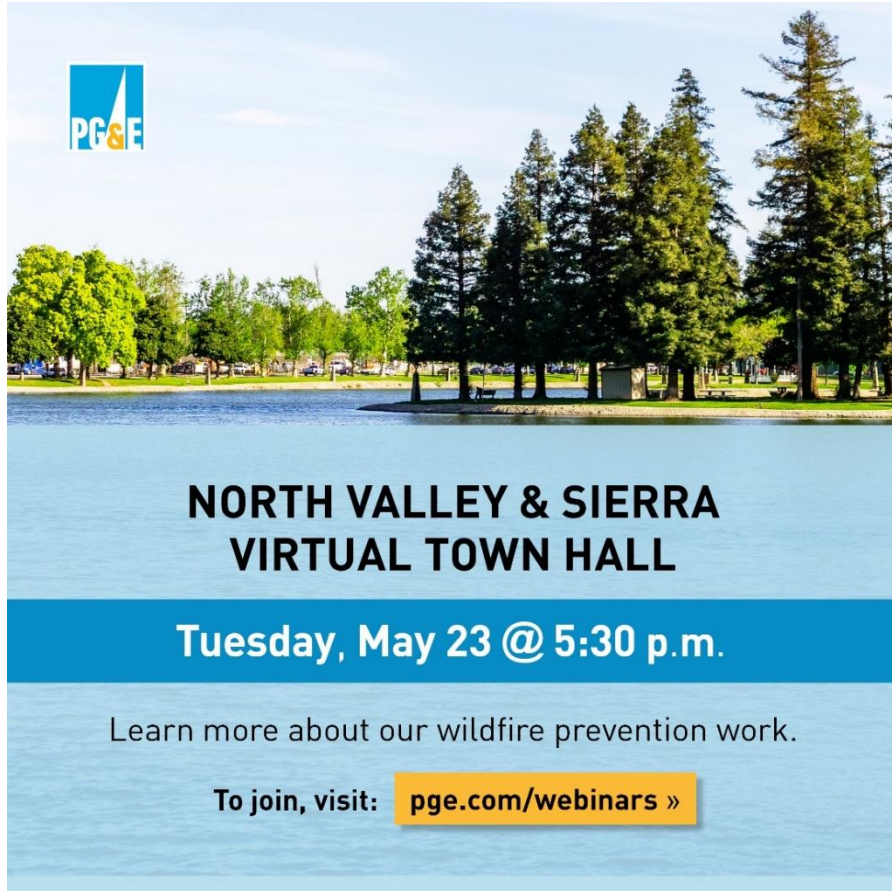
FACEBOOK POST:



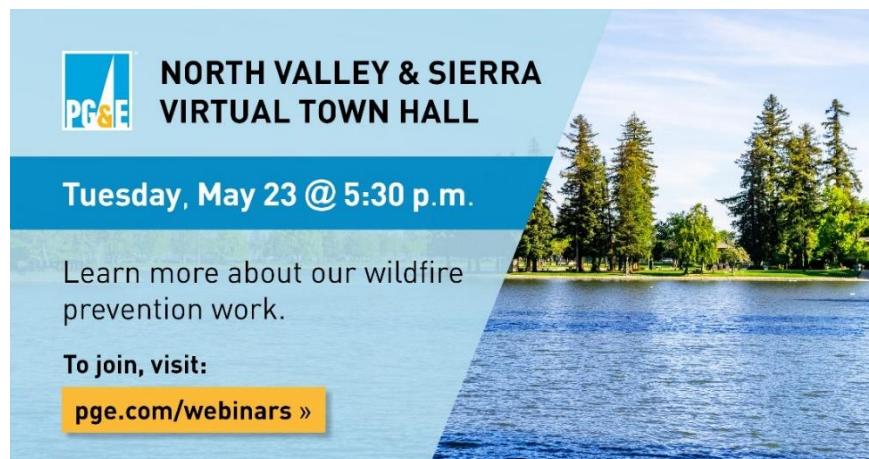
[Return to Table of Contents]

Quarter Two Regional Town Hall: North Valley & Sierra Region

INSTAGRAM POST:



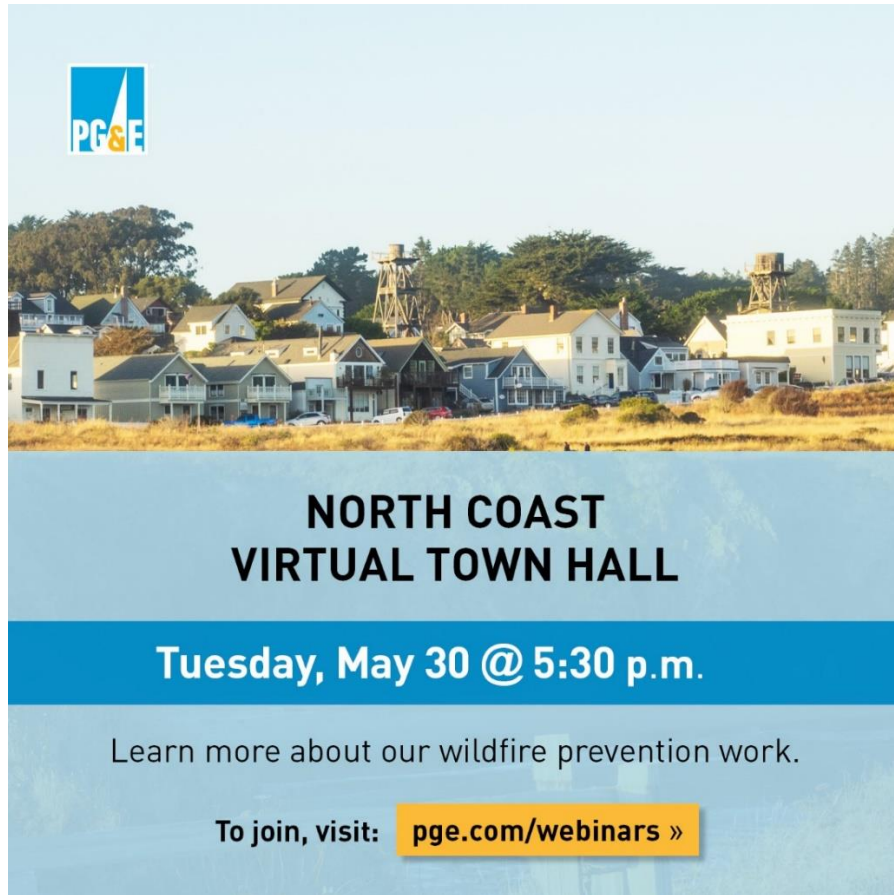
FACEBOOK POST:



[Return to Table of Contents]

Quarter Two Regional Town Hall: North Coast Region

INSTAGRAM POST:



The Instagram post features a background image of a coastal town with houses and water towers. The PG&E logo is in the top left. The main text is centered: "NORTH COAST VIRTUAL TOWN HALL" in bold black, followed by "Tuesday, May 30 @ 5:30 p.m." in white on a blue bar. Below that, it says "Learn more about our wildfire prevention work." and "To join, visit: [pge.com/webinars](https://pge.com/webinars) »" in a yellow box.

FACEBOOK POST:

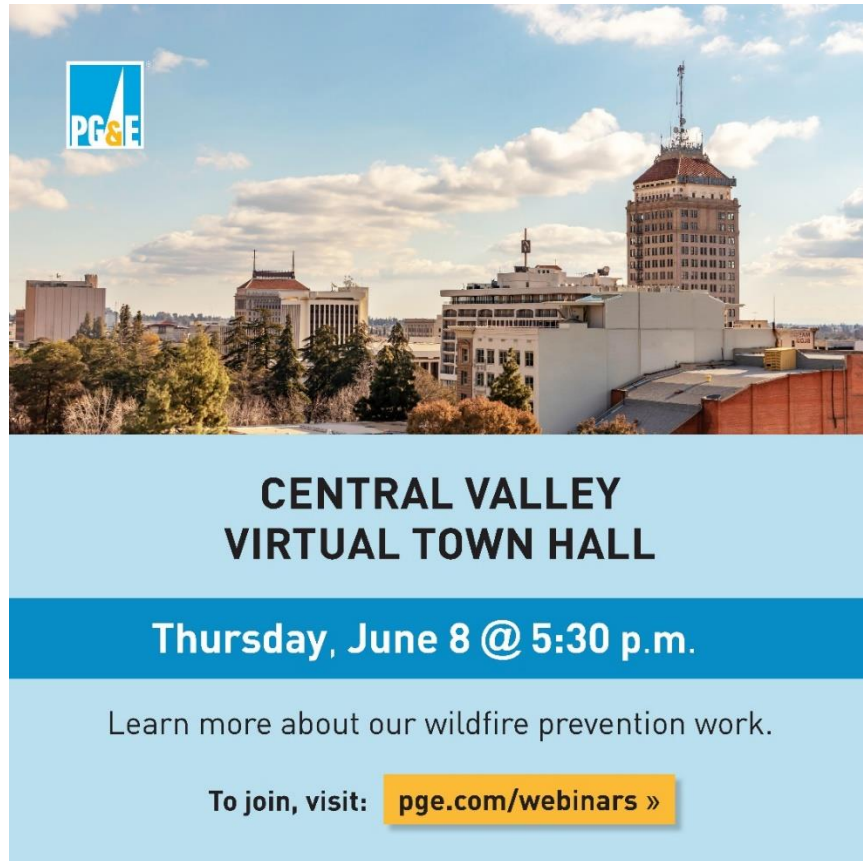


The Facebook post features a background image of a coastal town with houses and water towers. The PG&E logo is in the top left. The main text is centered: "NORTH COAST VIRTUAL TOWN HALL" in bold black, followed by "Tuesday, May 30 @ 5:30 p.m." in white on a blue bar. Below that, it says "Learn more about our wildfire prevention work." and "To join, visit: [pge.com/webinars](https://pge.com/webinars) »" in a yellow box.

[Return to Table of Contents]

Quarter Two Regional Town Hall: Central Valley Region

INSTAGRAM POST:



FACEBOOK POST:



[Return to Table of Contents]

Wildfire Safety Webinar: Alpine, Stanislaus and San Joaquin Counties

INSTAGRAM POST:



The Instagram post features a landscape photograph of rolling green hills and a dirt road under a cloudy sky. The PG&E logo is in the top left corner. The text is centered on a light blue background with a dark blue band for the date and time.

**WILDFIRE SAFETY WEBINAR**  
Alpine, Stanislaus and San Joaquin Counties

**Thursday, June 22 @ 5:30 p.m.**

Learn about our wildfire safety efforts and progress in your community.

To join, visit: [pge.com/webinars](https://pge.com/webinars) »

FACEBOOK POST:



The Facebook post graphic is similar to the Instagram post but includes the PG&E logo and title in the top left. The background is a light blue gradient with a diagonal cutout showing the landscape photo.

**WILDFIRE SAFETY WEBINAR**  
Alpine, Stanislaus and San Joaquin Counties

**Thursday, June 22 @ 5:30 p.m.**

Learn about our wildfire safety efforts and progress in your community.

To join, visit: [pge.com/webinars](https://pge.com/webinars) »

[Return to Table of Contents]

Wildfire Safety Webinar: All Customers

INSTAGRAM POST:

An Instagram post featuring a blue utility truck with a crane and spools of wire in a forest. The truck is driving on a dirt road, kicking up dust. The PG&E logo is in the top left corner. Below the image is a light blue banner with the text 'WILDFIRE SAFETY WEBINAR All Customers'. Below that is a dark blue banner with the text 'Tuesday, June 27 @ 5:30 p.m.'. Below that is a light blue banner with the text 'Learn more about PG&E's wildfire prevention work'. At the bottom, it says 'To join, visit: pge.com/webinars »' with the URL in a yellow button.



**WILDFIRE SAFETY WEBINAR**  
All Customers

**Tuesday, June 27 @ 5:30 p.m.**

Learn more about PG&E's  
wildfire prevention work

To join, visit: [pge.com/webinars »](https://pge.com/webinars)

FACEBOOK POST:

A Facebook post featuring the same blue utility truck in a forest as the Instagram post. The PG&E logo is in the top left corner. Below the image is a light blue banner with the text 'WILDFIRE SAFETY WEBINAR All Customers'. Below that is a dark blue banner with the text 'Tuesday, June 27 @ 5:30 p.m.'. Below that is a light blue banner with the text 'Learn more about PG&E's wildfire prevention work'. At the bottom, it says 'To join, visit: pge.com/webinars »' with the URL in a yellow button.

 **WILDFIRE SAFETY WEBINAR**  
All Customers

**Tuesday, June 27 @ 5:30 p.m.**

Learn more about PG&E's  
wildfire prevention work

To join, visit:  
[pge.com/webinars »](https://pge.com/webinars)

[Return to Table of Contents]

In-Person Answer Center: Capay Valley

NEXTDOOR POST:

**PG&E** ANSWER CENTER FOR  
CAPAY VALLEY RESIDENTS

Thursday, July 20 • 5:30 – 7 p.m.

**Western Yolo Grange**  
16787 Forest Ave, B312  
Guinda, CA 96637

Learn about how we're improving  
your electric reliability.

[Return to Table of Contents]

Wildfire Safety Webinar: All Customers

INSTAGRAM POST:



The Instagram post features a background image of a blue utility truck with a crane and a traffic cone on its front, driving on a dirt road through a forest. The PG&E logo is in the top left corner. The text is centered and reads: **WILDFIRE SAFETY WEBINAR**, All Customers, **Wednesday, July 26 @ 5:30 p.m.**, Learn more about PG&E's wildfire prevention work, and To join, visit: [pge.com/webinars](https://pge.com/webinars) >>

FACEBOOK POST:



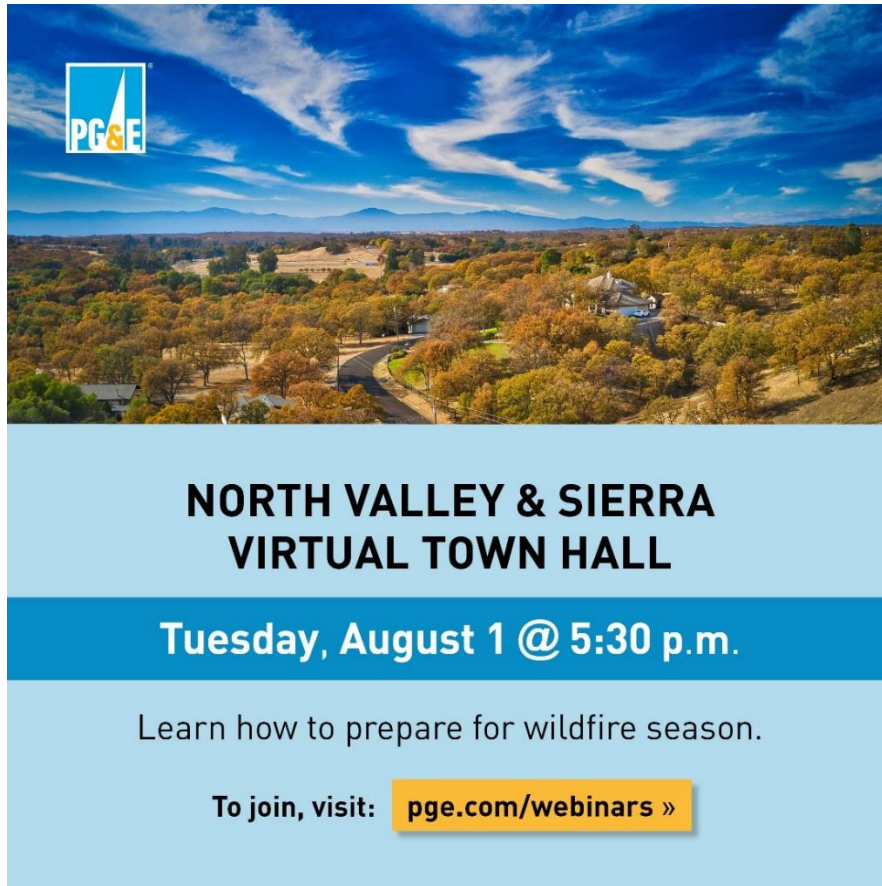
The Facebook post features a background image of the same blue utility truck in a forest. The PG&E logo is in the top left corner. The text is centered and reads: **WILDFIRE SAFETY WEBINAR**, All Customers, **Wednesday, July 26 @ 5:30 p.m.**, Learn more about PG&E's wildfire prevention work, and To join, visit: [pge.com/webinars](https://pge.com/webinars) >>

[Return to Table of Contents]



Quarter Three Regional Town Hall: North Valley & Sierra Region

INSTAGRAM POST:



**PG&E**

**NORTH VALLEY & SIERRA  
VIRTUAL TOWN HALL**

**Tuesday, August 1 @ 5:30 p.m.**

Learn how to prepare for wildfire season.

To join, visit: [pge.com/webinars](https://pge.com/webinars) »

FACEBOOK POST:



**PG&E** **NORTH VALLEY & SIERRA  
VIRTUAL TOWN HALL**

**Tuesday, August 1 @ 5:30 p.m.**

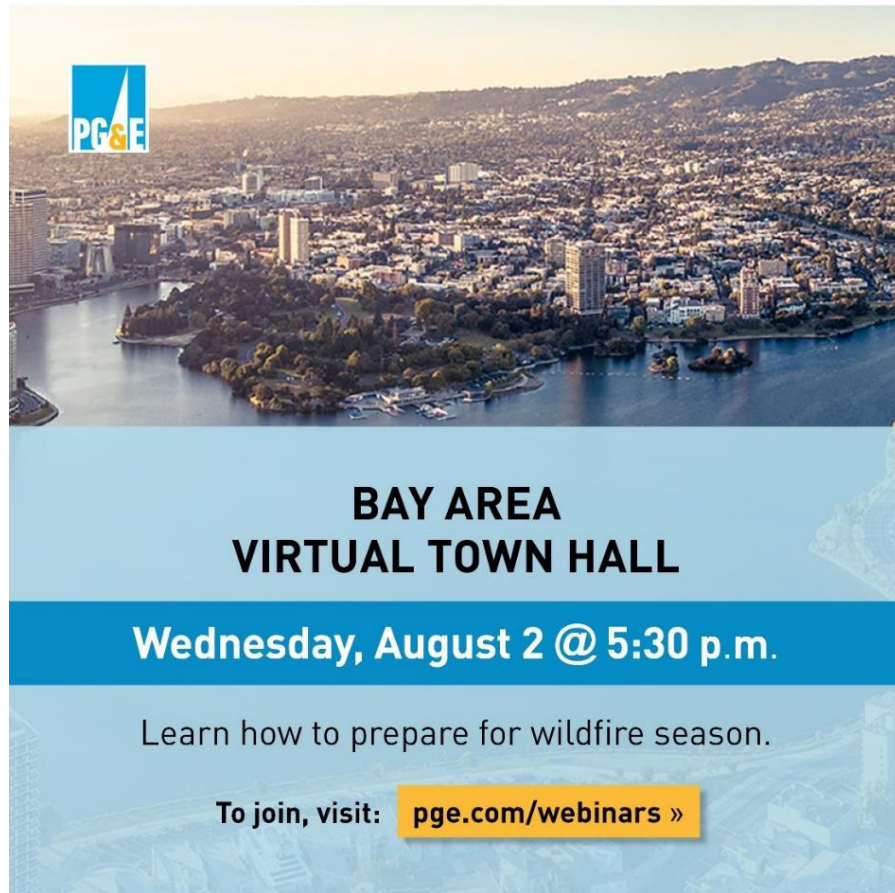
Learn how to prepare for  
wildfire season.

To join, visit:  
[pge.com/webinars](https://pge.com/webinars) »

[Return to Table of Contents]

Quarter Three Regional Town Hall: Bay Area Region

INSTAGRAM POST:



FACEBOOK POST:



[Return to Table of Contents]

Quarter Three Regional Town Hall: South Bay & Central Coast Region

INSTAGRAM POST:

**PG&E**

**SOUTH BAY & CENTRAL COAST  
VIRTUAL TOWN HALL**

**Tuesday, August 8 @ 5:30 p.m.**

Learn how to prepare for wildfire season.

To join, visit: [pge.com/webinars](https://pge.com/webinars) »

FACEBOOK POST:

**PG&E** **SOUTH BAY & CENTRAL COAST  
VIRTUAL TOWN HALL**

**Tuesday, August 8 @ 5:30 p.m.**

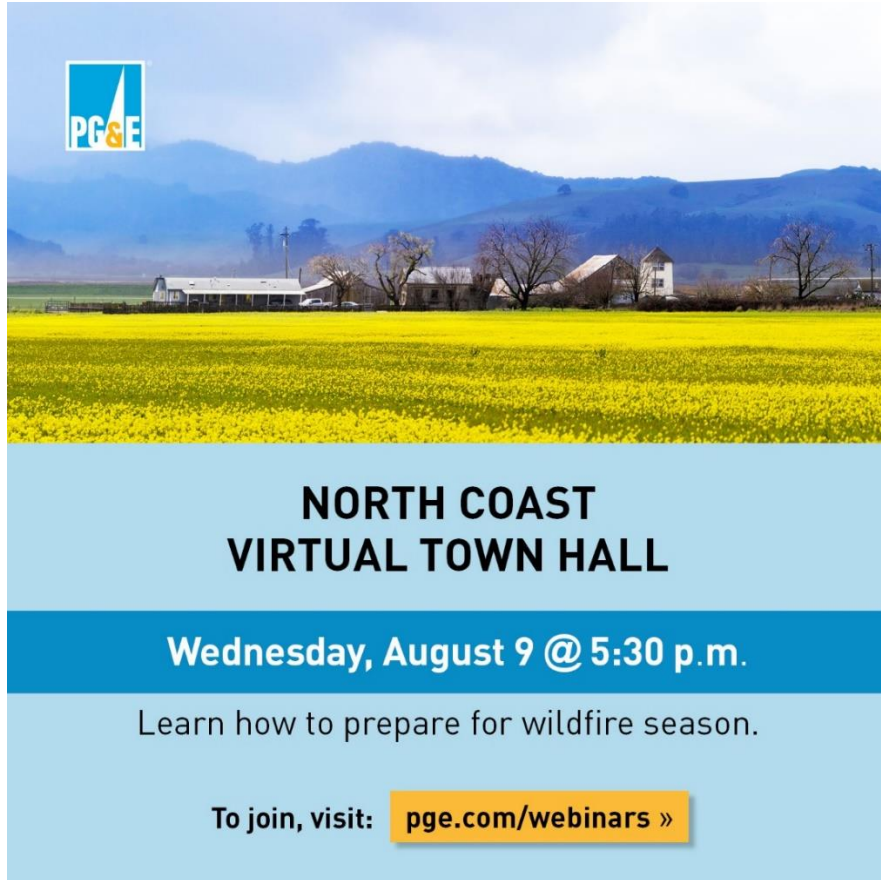
Learn how to prepare for  
wildfire season.

To join, visit:  
[pge.com/webinars](https://pge.com/webinars) »

[Return to Table of Contents]

Quarter Three Regional Town Hall: North Coast Region

INSTAGRAM POST:



The Instagram post features a scenic background of a yellow field in the foreground, a white barn and house in the middle ground, and blue mountains in the distance under a cloudy sky. The PG&E logo is in the top left corner. The text is centered and reads: **NORTH COAST VIRTUAL TOWN HALL**, **Wednesday, August 9 @ 5:30 p.m.**, Learn how to prepare for wildfire season., and To join, visit: [pge.com/webinars](https://pge.com/webinars) »

FACEBOOK POST:




The Facebook post graphic has a similar background to the Instagram post but with a light blue diagonal overlay on the left side. The PG&E logo is in the top left corner. The text is centered and reads: **NORTH COAST VIRTUAL TOWN HALL**, **Wednesday, August 9 @ 5:30 p.m.**, Learn how to prepare for wildfire season., and To join, visit: [pge.com/webinars](https://pge.com/webinars) »

[\[Return to Table of Contents\]](#)

Quarter Three Regional Town Hall: Central Valley Region

INSTAGRAM POST:



**CENTRAL VALLEY  
VIRTUAL TOWN HALL**

**Thursday, August 10 @ 5:30 p.m.**

Learn how to prepare for wildfire season.

To join, visit: [pge.com/webinars](https://pge.com/webinars) »

FACEBOOK POST:



**CENTRAL VALLEY  
VIRTUAL TOWN HALL**

**Thursday, August 10 @ 5:30 p.m.**

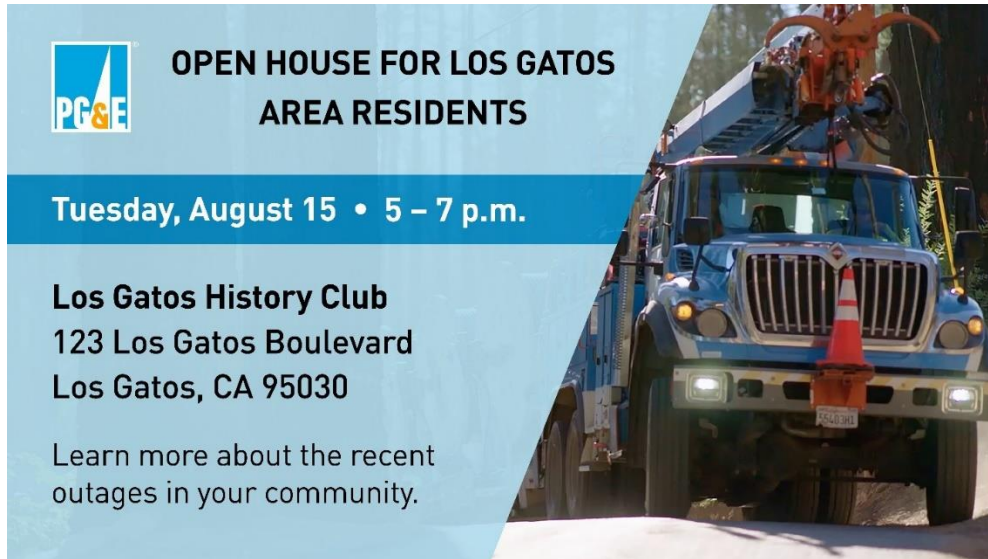
Learn how to prepare for  
wildfire season.

To join, visit:  
[pge.com/webinars](https://pge.com/webinars) »

[\[Return to Table of Contents\]](#)

In-Person Answer Center: Los Gatos County

NEXTDOOR POST:



**PG&E** **OPEN HOUSE FOR LOS GATOS  
AREA RESIDENTS**

**Tuesday, August 15 • 5 – 7 p.m.**

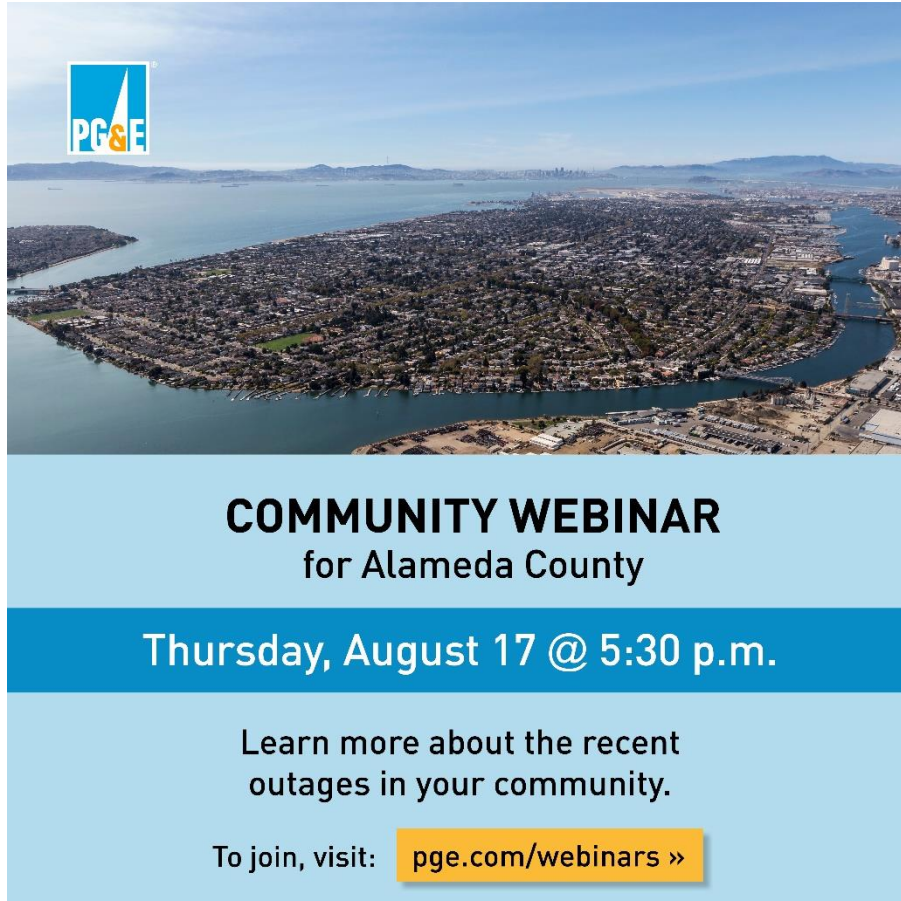
**Los Gatos History Club**  
123 Los Gatos Boulevard  
Los Gatos, CA 95030

Learn more about the recent  
outages in your community.

[\[Return to Table of Contents\]](#)

Enhanced Powerline Safety Settings Webinar: Alameda County

INSTAGRAM POST:



**PG&E**

**COMMUNITY WEBINAR**  
for Alameda County

**Thursday, August 17 @ 5:30 p.m.**

Learn more about the recent outages in your community.

To join, visit: [pge.com/webinars »](https://pge.com/webinars)

FACEBOOK POST:



**PG&E** **COMMUNITY WEBINAR**  
for Alameda County

**Thursday, August 17 @ 5:30 p.m.**

Learn more about the recent outages in your community.

To join, visit: [pge.com/webinars »](https://pge.com/webinars)

[\[Return to Table of Contents\]](#)

In-Person Answer Center: Groveland

NEXTDOOR POST:



 **JOIN US AT THE GROVELAND ANSWER CENTER**

**Monday, October 9 • 1:00 – 2:30 p.m.**

**Groveland Community Resilience Center**  
18986 Ferretti Road, Groveland, CA 95321


Learn more about recent outages in your community.

[\[Return to Table of Contents\]](#)



In-Person Answer Center: Sonora

NEXTDOOR POST:




**JOIN US AT THE TUOLUMNE  
COUNTY ANSWER CENTER**

**Monday, October 9 • 6:00 – 7:30 p.m.**

**Best Western Plus Sonora Oaks  
Hotel & Conference Center**  
19551 Hess Avenue, Sonora, CA 95370


Learn more about recent outages in  
your community.



[\[Return to Table of Contents\]](#)

In-Person Answer Center: Calaveras County

NEXTDOOR POST:




**JOIN US AT THE SAN ANDREAS  
OPEN HOUSE**

**Tuesday, November 7 • 5:30 – 7:00 p.m.**

**San Andreas Town Hall**  
24 Church Hill Road, San Andreas, CA 95249

Learn more about recent outages in  
your community.



[\[Return to Table of Contents\]](#)

## **Section 8 – APPENDIX C: Media Advisories**

### Wildfire Safety Webinar: Napa and Marin Counties

**PG&E Invites Napa and Marin County Customers to A Webinar on Wildfire Prevention Work and Safety Resources for 2023**

*At March 30 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites Napa and Marin County customers to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Ron Richardson.

On Thursday, March 30, 2023, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](https://pge.com/webinars).

Counties	Date	Time	Link and Dial-In
Napa and Marin	March 30, 2023	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/3kyKK0e">https://bit.ly/3kyKK0e</a> Dial-In: 888-790-1836 Conference ID: 7108900

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Ron Richardson

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**[Return to Table of Contents]**

Wildfire Safety Webinar: Santa Cruz and San Luis Obispo Counties

**PG&E Invites Customers in Santa Cruz and San Luis Obispo Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2023**

*At April 13 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites customers in Santa Cruz and San Luis Obispo counties to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Teresa Alvarado.

On Thursday, April 13, 2023, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E’s website, [pge.com/webinars](https://pge.com/webinars).

Counties	Date	Time	Link and Dial-In
Santa Cruz and San Luis Obispo	April 13, 2023	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/3Y1K2pY">https://bit.ly/3Y1K2pY</a> Dial-In: 888-790-1836 Conference ID: 7108900

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Teresa Alvarado

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**[Return to Table of Contents]**

Wildfire Safety Webinar: Santa Clara County

**PG&E Invites Customers in Santa Clara County to a Webinar on Wildfire Prevention Work and Safety Resources for 2023**

*At April 18 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites customers in Santa Clara County to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Teresa Alvarado.

On Thursday, April 18, 2023, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E’s website, [pge.com/webinars](http://pge.com/webinars).

County	Date	Time	Link and Dial-In
Santa Clara	April 18, 2023	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/40cDnLi">https://bit.ly/40cDnLi</a> Dial-In: 888-790-1836 Conference ID: 7108900

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Teresa Alvarado

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](http://pge.com/webinars).

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](http://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](http://pge.com) and [pge.com/news](http://pge.com/news).



**[Return to Table of Contents]**

Wildfire Safety Webinar: Nevada, Solano and Yolo Counties

**PG&E Invites Customers in Nevada, Solano and Yolo Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2023**

*At April 20 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**WEST SACRAMENTO, Calif.** — Pacific Gas and Electric Company (PG&E) invites customers in Nevada, Solano and Yolo counties to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Joe Wilson.

On Thursday, April 20, 2023, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](http://pge.com/webinars).

Counties	Date	Time	Link and Dial-In
Nevada, Solano and Yolo	April 20, 2023	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/3T4yJN4">https://bit.ly/3T4yJN4</a> Or Dial-In: 800-857-5089 Conference ID: 1357876

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joe Wilson

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](http://pge.com/webinars).

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](http://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](http://pge.com) and [pge.com/news](http://pge.com/news).



**[Return to Table of Contents]**

Wildfire Safety Webinar: Tehama, Lassen and Shasta Counties

**PG&E Invites Customers in Tehama, Lassen and Shasta Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2023**

*At April 27 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**RED BLUFF, Calif.** — Pacific Gas and Electric Company (PG&E) invites customers in Tehama, Lassen and Shasta counties to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Joe Wilson.

On Thursday, April 27, 2023, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](http://pge.com/webinars).

Counties	Date	Time	Link and Dial-In
Tehama, Lassen and Shasta	April 27, 2023	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/3YRelB7">https://bit.ly/3YRelB7</a> Or Dial-In: 888-790-1836 Conference ID: 7108900

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joe Wilson

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](http://pge.com/webinars).

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](http://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](http://pge.com) and [pge.com/news](http://pge.com/news).



**[Return to Table of Contents]**

Wildfire Safety Webinar: Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno Counties

**PG&E Invites Customers in Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2023**

*At May 4 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites customers in Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno counties to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Joshua Simes.

On Thursday, May 4, 2023, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](https://pge.com/webinars).

Counties	Date	Time	Link and Dial-In
Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno	May 4, 2023	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/3YXerHm">https://bit.ly/3YXerHm</a> Or Dial-In: 888-790-1836 Conference ID: 7108900

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joshua Simes

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**[Return to Table of Contents]**



Quarter Two Regional Town Hall: South Bay & Central Coast Region

**PG&E Invites South Bay & Central Coast Region Customers to a Town Hall for Updates on Wildfire Prevention Work and Safety Resources**

*At May 16 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites South Bay & Central Coast Region customers to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Teresa Alvarado.

On Tuesday, May 16, from 5:30 to 7 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E’s website, [pge.com/webinars](https://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
South Bay & Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz	May 16, 2023	5:30 – 7 p.m.	Link: <a href="https://bit.ly/40ID8b2">https://bit.ly/40ID8b2</a> or Dial-In: 888-566-6507 Conference ID: 3186580

During the webinar event, customers can:

- Learn about our wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Teresa Alvarado

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: Bay Area Region

**PG&E Invites Bay Area Region Customers to Town Hall for Updates on Wildfire Prevention Work and Safety Resources**

*At May 18 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites Bay Area Region customers to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Aaron Johnson.

On Thursday, May 18, from 5:30 to 7 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](https://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
Bay Area	Alameda, Contra Costa, San Francisco and San Mateo	May 18, 2023	5:30 – 7 p.m.	<b>Link:</b> <a href="https://bit.ly/43X4xIT">https://bit.ly/43X4xIT</a> or <b>Dial-In:</b> 888-603-7092 <b>Conference ID:</b> 7896319

During the webinar event, customers can:

- Learn about our wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Aaron Johnson

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: North Valley & Sierra Region

**PG&E Invites North Valley & Sierra Region Customers to a Town Hall for Updates on Wildfire Prevention Work and Safety Resources**

*At May 23 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites North Valley & Sierra Region customers to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Joe Wilson.

On Tuesday, May 23, 2023, from 5:30 to 7 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](https://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
North Valley & Sierra	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo and Yuba	May 23, 2023	5:30 – 7 p.m.	Link: <a href="https://bit.ly/3KfSsWf">https://bit.ly/3KfSsWf</a> or Dial-In: 888-566-6507 Conference ID: 3186580

During the webinar event, customers can:

- Learn about our wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joe Wilson

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: North Coast Region

**PG&E Invites North Coast Region Customers to Town Hall for Updates on Wildfire Prevention Work and Safety Resources**

*At May 30 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites North Coast Region customers to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Ron Richardson.

On Tuesday, May 30, from 5:30 to 7 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](https://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
North Coast	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity	May 30, 2023	5:30 – 7 p.m.	Link: <a href="https://bit.ly/3MR7eWb">https://bit.ly/3MR7eWb</a> or Dial-In: 888-982-4693 Conference ID: 1576502

During the webinar event, customers can:

- Learn about our wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Ron Richardson

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: Central Valley Region

**PG&E Invites Central Valley Region Customers to Town Hall for Updates on Wildfire Prevention Work and Safety Resources**

*At June 8 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites Central Valley Region customers to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Joshua Simes.

On Thursday, June 8, from 5:30 to 7 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E’s website, [pge.com/webinars](https://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
Central Valley	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne	June 8, 2023	5:30 – 7 p.m.	Link: <a href="https://bit.ly/3IS5zVf">https://bit.ly/3IS5zVf</a> or Dial-In: 888-566-6507 Conference ID: 3186580

During the webinar event, customers can:

- Learn about our wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joshua Simes

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**[Return to Table of Contents]**

Wildfire Safety Webinar: Alpine, Stanislaus and San Joaquin Counties

**PG&E Invites Customers in Alpine, Stanislaus and San Joaquin Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2023**

*At June 22 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites customers in Alpine, Stanislaus and San Joaquin counties to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Joshua Simes.

On Thursday, June 22, 2023, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](https://pge.com/webinars).

Counties	Date	Time	Link and Dial-In
Alpine, Stanislaus and San Joaquin	June 22, 2023	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/3J3W0Kn">https://bit.ly/3J3W0Kn</a> Or Dial-In: 888-810-9160 Conference ID: 1732967

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joshua Simes

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

[\[Return to Table of Contents\]](#)

Wildfire Safety Webinar: All Customers

**PG&E Invites All Customers to a Webinar on Wildfire Prevention Work and Safety Resources for 2023**

*At June 27 Virtual Event, PG&E Leaders Will Answer Questions and Share Resources to Help Customers Prepare*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites customers to a virtual town hall to share the latest updates on wildfire prevention work and safety resources, and connect customers with the PG&E leadership team.

On Tuesday, June 27, 2023, from 5:30 to 6:30 p.m., PG&E safety experts will provide a brief presentation, during which attendees will have the opportunity to ask questions.

The event can be accessed through the link below, by phone, or through PG&E's website, [pge.com/webinars](http://pge.com/webinars).

Counties	Date	Time	Link and Dial-In
All Customers	June 27, 2023	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/3L7Daor">https://bit.ly/3L7Daor</a> Or Dial-In: 888-997-8508 Conference ID: 8911342

During the webinar event, customers can:

- Learn about wildfire safety improvements
- Hear about resources available to support them
- Connect with PG&E leadership

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](http://pge.com/webinars).

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](http://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](http://pge.com) and [pge.com/news](http://pge.com/news).



**[Return to Table of Contents]**

Wildfire Safety Webinar: All Customers

**PG&E Invites All Customers to a Webinar on Wildfire Prevention Work and Safety Resources for 2023**

*At July 26 Virtual Event, PG&E Leaders Will Answer Questions and Share Resources to Help Customers Prepare*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites customers to a virtual town hall to share the latest updates on wildfire prevention work, safety resources and connect customers with the PG&E leadership team.

On Wednesday, July 26, 2023, from 5:30 to 6:30 p.m., PG&E safety experts will provide a brief presentation, during which attendees will have the opportunity to ask questions.

The event can be accessed through the link below, by phone, or through PG&E's website, [pge.com/webinars](http://pge.com/webinars).

Counties	Date	Time	Link and Dial-In
All Customers	July 26, 2023	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/46E1wOM">https://bit.ly/46E1wOM</a> Or Dial-In: 888-323-9710 Conference ID: 7952909

During the webinar event, customers can:

- Learn about wildfire safety improvements
- Hear about resources available to support them
- Connect with PG&E leadership

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](http://pge.com/webinars).

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](http://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](http://pge.com) and [pge.com/news](http://pge.com/news).



**[Return to Table of Contents]**



Quarter Three Regional Town Hall: North Valley & Sierra Region



**PG&E Invites North Valley & Sierra Region Customers to a Town Hall for Updates on Wildfire Season and Safety Resources**

*At August 1 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites North Valley & Sierra Region customers to a virtual town hall for a wildfire season update and an overview of resources to prepare for safety outages.

On Tuesday, August 1, from 5:30 to 7 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](http://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
<b>North Valley &amp; Sierra</b>	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo and Yuba	<b>Tuesday, August 1</b>	5:30 – 7 p.m.	Link: <a href="https://bit.ly/43jXhi">https://bit.ly/43jXhi</a> or Dial-in: 888-469-0865 Conference ID: 6913675

During the [webinar](#) event, customers can:

- Learn about our wildfire season updates and safety outages you may experience
- Hear about safety tips and resources available to prepare for wildfire season
- Connect with PG&E's regional leadership team, including Regional Vice President, Joe Wilson

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who [aren't](#) able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](http://pge.com/webinars).

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](http://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](http://pge.com) and [pge.com/news](http://pge.com/news).



[\[Return to Table of Contents\]](#)

Quarter Three Regional Town Hall: Bay Area Region



Marketing & Communications | 415.973.5930 | [www.pge.com](http://www.pge.com)

**PG&E Invites Bay Area Region Customers to a Town Hall for Updates on Wildfire Season and Safety Resources**

*At August 2 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites Bay Area Region customers to a virtual town hall for a wildfire season update and an overview of resources to prepare for safety outages. Customers can connect with their local leadership team, including Regional Vice President, Aaron Johnson.

On Tuesday, August 2, from 5:30 to 7 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E’s website, [pge.com/webinars](http://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
Bay Area	Alameda, Contra Costa, San Francisco and San Mateo	August 2, 2023	5:30 – 7 p.m.	Link: <a href="https://bit.ly/3pJumq8">https://bit.ly/3pJumq8</a> or Dial-In: 800-857-9717 Conference ID: 8686623

During the webinar event, customers can:

- Learn about our wildfire season updates and safety outages you may experience
- Hear about safety tips and resources available to prepare for wildfire season
- Connect with PG&E’s regional leadership team, including Regional Vice President, Aaron Johnson

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](http://pge.com/webinars).

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](http://safetyactioncenter.pge.com).

**About PG&E**

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation ([NYSE:PCG](https://www.nyse.com/quote/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](http://pge.com) and [pge.com/news](http://pge.com/news).



[\[Return to Table of Contents\]](#)

Quarter Three Regional Town Hall: South Bay & Central Coast Region

**PG&E Invites South Bay and Central Coast Region Customers to a Town Hall for Updates on Wildfire Season and Safety Resources**

*At August 8 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites South Bay and Central Coast Region customers to a virtual town hall for a wildfire season update and an overview of resources to prepare for safety outages. Customers can connect with their local leadership team, including Regional Vice President, Teresa Alvarado.

On Tuesday, August 8, from 5:30 to 7 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](https://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
South Bay and Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz	August 8, 2023	5:30 – 7 p.m.	Link: <a href="https://bit.ly/3JU7pO3">https://bit.ly/3JU7pO3</a> or Dial-In: 888-972-9343 Conference ID: 7284596

During the webinar event, customers can:

- Learn about our wildfire season updates and safety outages you may experience
- Hear about safety tips and resources available to prepare for wildfire season
- Connect with PG&E's regional leadership team, including Regional Vice President, Teresa Alvarado

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**[Return to Table of Contents]**

Quarter Three Regional Town Hall: North Coast Region

**PG&E Invites North Coast Region Customers to a Town Hall for Updates on Wildfire Season and Safety Resources**

*At August 9 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites North Coast Region customers to a virtual town hall for a wildfire season update and an overview of resources to prepare for safety outages. Customers can connect with their local leadership team, including PG&E Vice President, Ron Richardson.

On Wednesday, August 9, from 5:30 to 7 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](https://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
North Coast	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity	August 9, 2023	5:30-7 p.m.	Link: <a href="https://bit.ly/44k2Kxf">https://bit.ly/44k2Kxf</a> or Dial-In: 800-857-9830 Conference ID: 1377301

During the webinar event, customers can:

- Learn about our wildfire season updates and safety outages you may experience
- Hear about safety tips and resources available to prepare for wildfire season
- Connect with PG&E's regional leadership team, including PG&E Vice President, Ron Richardson

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**[Return to Table of Contents]**

Quarter Three Regional Town Hall: Central Valley Region

**PG&E Invites Central Valley Region Customers to a Town Hall for Updates on Wildfire Season and Safety Resources**

*At August 10 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites Central Valley Region customers to a virtual town hall for a wildfire season update and an overview of resources to prepare for safety outages. Customers can connect with their local leadership team, including Regional Vice President, Joshua Simes.

On Thursday, August 10, from 5:30 to 7 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](https://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
Central Valley	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne	August 10, 2023	5:30 – 7 p.m.	Link: <a href="https://bit.ly/43rjMrL">https://bit.ly/43rjMrL</a> or Dial-In: 888-831-8981 Conference ID: 7567030

During the webinar event, customers can:

- Learn about our wildfire season updates and safety outages you may experience
- Hear about safety tips and resources available to prepare for wildfire season
- Connect with PG&E's regional leadership team, including Regional Vice President, Joshua Simes

Multi-language closed captioning and American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**[Return to Table of Contents]**

## **Section 9 – APPENDIX D: Customer Questions and Comments**

### Wildfire Safety Webinar: Napa and Marin Counties

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

- What can be done to have the tree crews to more appropriately trim trees? I have seen several trees trimmed to meet PG&E safety requirements yet the trimming has unbalanced the trees which, in several cases with the recent storms, have fallen or are at threat of falling over - sometimes onto private structures.
- How much undergrounding is planned over the next 10 years in Napa and in Marin?
- When will circuit Woodacre 1102 be undergrounded?
- Could you PLEASE make a list of ALL of the websites mentioned and what each is. Trying to write them all down and listen is not possible. Thank you.
- What can we do as customers to reduce EPSS outages?
- We really need to get Branding to approve the addition of "www" to our URLs. They all go to dead pages.
- Is it still safe to run generators during a PSPS event?
- Thank you for the information. I have and just did look at the site; I am interested in finding information about plans in Marin for the 10 year project,; I did not see that information at the site.
- Who is the Marin County Representative? He took over for Jim Wickham.
- Will the whole green area on the map be affected by the time undergrounding is done?
- Mitigation practices seek to assess risk by monitoring outside influences eg humidity, climate for ex. According WMP initiatives for line sensor situational awareness practices, than 2% of PGE above ground lines are being monitored on a daily basis of misoperating or defectively installed equipment. According to CAPEX/OPEX for 2022, PGE spent 25 million on line sensors mitigation practices yet only 2% of lines being monitored of daily health. Why haven't.
- OK thank you.
- Yeah it's green on the UG map. Thank you!!!
- We ought to sync up the colors - orange on your PPT and green in the UG map on the website.
- Why is the emphasis of mitigation practices on chasing problems rather than predicting them before incipient failures become ignitions?
- Yes.
- I downloaded your app via the app store. It showed the street behind mine, which happens. How do I include a photo?
- PGE line sensor mit practices monitoring only 2% of corridor daily health for defective or faulting equipment. Big vulnerability. Why?
- Where is list if promised websites

**[Return to Table of Contents]**

Wildfire Safety Webinar: Santa Cruz and San Luis Obispo Counties

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

- Does PGE have a new policy that precludes it from turning the power back on quickly outside of fire season? Can you help me understand the changes that PGE has made with regards to power outages during the winter storms? I realize that might be off topic but maybe not as I suspect changes made for fire safety are influencing the timeline required to restore power. Specifically, we used to have outages that lasted a few minutes or an hour. Now it is very rare for an outage to last less than 3-4 hours and most are a full day.
- Where are the 10,000 miles of underground wire relocations, and is that a made up number?
- Are there plans to underground the wires that feed the City of Santa Cruz water plant that feeds all of Santa Cruz on Graham Hill Road? (seems like an important fire resource to keep on line.)
- Six miles of underground wires over two years was not the impression I got when I saw the TV ad.
- How do you measure the 90% wildfire risk reduction?
- If we see branches within 4 feet of power lines, how do we report them?
- If you see trees that are hitting power lines in the back of your house how can you report that?
- How do you measure the counterfactual of a fire risk - e.g. when power was tripped, how do you know if an untripped condition (branch, etc.) would have caused a fire?
- Hi, My question is How can I get help getting a Transfer Meter? I applied and was approved for the transfer meter. Put PGE dropped the ball and I spent hours trying to find out why I couldn't get one. Finally I received a brief email about the location of my gas meter and electrical panel.
- How do you designate "high risk"--Mar Monte Ave La Selva Beach has had 4-6 outages (up to 11 days) from eucalyptus trees down!
- What is your responsibility to remove trees you take down?
- Adding to my first question...No one would give me any information about what I could do to get the transfer meter. Thank You 6017 Thurber Ln SC scseashelle@sbcglobal.net.
- Thank you.
- Thank you for this informational webinar. Really appreciate it.
- I have a Generac automated generator running off natural gas. How about adjusting the bill so I don't pay more than I would have to PG&E if power had remained on?
- Thanks for fielding my question.
- You left trees on private property in La Selva Beach! and overhanging road.....
- Not on the property of the tree owners!

**[Return to Table of Contents]**

Wildfire Safety Webinar: Santa Clara County

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

- What is the best way to report tress that are a potential hazard, but not an immediate risk?
- Is PG&E working with any groups or supporting state efforts to replant trees where wildfires were caused by PG&E equipment?
- When does PG&E plan to be done undergrounding the 10,000 miles of electrical line that CEO Patti Poppe had promised?
- Will PG&E provide this presentation by request to community groups? Excellent information, thank you.
- Thank you. I am asking more as an agency partnership (fire department) to provide this presentation to community groups.
- Thank you so much.

**[Return to Table of Contents]**



Wildfire Safety Webinar: Nevada, Solano and Yolo Counties

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

- How do I register?
- What was the link to see underground powerline projects again? Missed it the first time.
- Thanks!
- Can you insulate the lines?
- From Bart Sullivan Can you insulate the high voltage power lines?
- Rephrasing above question. Why don't you insulate the high voltage power lines?
- Thank you. I have a split insulator design to apply to existing lines, how would I submit that?
- A PGE contractor downed a large tree on our property and they said they would be back to cut it up and remove BUT they have not removed it. What are we supposed to do?
- Who could I talk to about my split insulator design? Thanks.
- how can I contact a person about the transfer meter program? I submitted an application but do not know if or when I will get a transfer meter.

**[Return to Table of Contents]**

Wildfire Safety Webinar: Tehama, Lassen and Shasta Counties

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

- Thanks for everything you are doing to keep us safe

**[Return to Table of Contents]**

Wildfire Safety Webinar: Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno Counties

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

- Why are you replacing poles instead of replacing them with underground lines?
- I have personally received 3 notifications in the last 4 years, yet no tree trimming has occurred.
- What is the impact on reliability and NERC compliance with EPSS on "high fire-risk areas"?
- We are high fire risk. Lots of poles went down in the last storm. Missed opportunity to upgrade.
- What comprehensive approach has PGE taken for ROW maintenance?
- Right on! I know PGE has a ton of work to do here, but I appreciate it!!
- Is PGE incorporating reclosers on their distribution circuits?
- Each fire season, I subscribe to receive the 7-day PSPS weather forecast to my email box. Do I need to re-activate that myself, or will PG&E "turn it back on" as fire weather increases? Thank you for the detailed forecasts, they are helpful.
- When the public notifies PG&E of a potential hazard, why does it take so long to respond?
- How can I tell if my circuit has EPSS enabled?
- How is this meter different from an ATS?
- Thank you, Sarah. It took 1 year, but the hazard was finally addressed.
- What kind of electric assistive technology is eligible for portable battery program? Thank you.
- Please emphasize to your VM subcontractors that many customers truly want to engage with them when they are onsite for their inspection. I know you say they contact us, but some do not. We are here all day and have hundreds of trees on our property, so we look forward to a door knock when they are onsite.
- OK, will do, thank you, Amanda.
- Why do I see bare electrical lines in front of my house knowing that PG&E can and should insulate all wires in high wildfire zones?
- I see many items assisting homes/houses, but what of Apartments; do you have any programs for the Tenants?
- Thank you.
- Last year PG&E turned off electricity to my house for over seven days. Can you guarantee PG&E has improved enough to ensure this won't happen again?
- How does PGE address issues with repairs on underground utilities?
- Given the difficulties with maintenance with undergrounded utilities, how is PGE managing this as more circuits become buried? Also, does PGE use direct burial cable for distribution circuits?
- Are there grants available for Generators or back up batteries for Electric driven water resources in our mountain communities.?
- Thank You.
- Thank You from Meadow Lakes and I will be sharing information with our residents.

- I've heard PGE say it will take over 10 years to get 10,000 miles underground. That seems optimistic given the slow pace of undergrounding so far. Why doesn't PG&E redouble efforts to underground ALL lines in high wildfire zones given the high costs of wildfires to both property & lives?
- Can you please read some of the specific questions so we can all hear?
- So my circuit is not yet turned on, since there is no blue bar.
- Good answer Dave. I was looking at the form on the DDAR/CFILC form, and it was an open-ended question. It makes sense to guide people to 211, thank you for explaining this, I'll share it with my family.
- Doesn't PG&E have a partnership with the cities for all access needed?
- I've heard that PG&E will be running helicopters and/or drones to inspect lines near my house. How can I guarantee PG&E doesn't store personal video or photos of my private property?

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: South Bay & Central Coast Region

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

- Is there someone who buys waste biomass for use to generate electricity?
- How does the PGE, SDGE, and SCE combined proposal to charge customers a fixed fee while reducing the per kWh charge affect the average South Bay and Central Coast customer? Additionally, how does the reduced kWh charge uniquely affect those who invested in solar and are now grandfathered into NEM 2.0? Thank you.
- Thanks for answering the question, I look forward to additional info if & when this proposal goes forward. Recommend including specifics on how the average customer's bill would change.
- What percentage of PG&E electricity generation is from biomass? Can biomass be burned cleanly? For example, could part of the old Moss Landing facility that used to burn oil, coal, or gas be converted to burn biomass to generate electricity cleanly and sustainably?
- What percentage of electrical power is generated by PG&E-owned power plants?
- How does the PGE, SDGE, and SCE combined proposal to charge customers a fixed fee while reducing the per kWh charge affect the average South Bay and Central Coast customer? Additionally, how does the reduced kWh charge uniquely affect those who invested in solar and are now grandfathered into NEM 2.0? Thank you.
- I've seen you everywhere - thank you!
- Does your high-fire risk area map match up to CalFIRE's most recent SRA high risks designations?
- Any new technology to speed up PSPS restoration times?
- Shout out to Jeana Arnold - our PG&E Central Coast Rep. Very responsive!
- What do you see as future risks? You have hardened for fire, what about other events, rain, wind, cyber and bad actors?
- Cal Fire, PG&E and others recommend, "Shut off gas at the meter; turn off pilot lights," when evacuating because of a wildfire. What is the rationale behind this? What specific dangers does \*not\* doing so pose? Given that customers should \*not\* turn the gas main back on themselves (because of concerns related to a pressurized system), and may wait weeks for this service to be performed after their return, I need a better answer to the question I frequently get in preparedness trainings, "Why?," than, "Because Cal Fire says so!"
- How much of PGE power is developed within the PGE footprint? How much is purchased outside of PGE?
- How ya doing on replacing your Cellon-treated poles?
- What is PGE's plan to install BPTM meters to allow people to use portable generators?
- So how much of the power is from Nuclear, Natural Gas, Coal, Hydro/Geo thermal, and Solar. How much of this is produced by PGE vs. outside players?
- When the live Q&A started, my previous questions disappeared along with the answers you provided. Is there a way for me to save the information provided in the chat window?
- Are you replacing aging wood poles with metal poles?

- If 50% of power generation is from Renewable sources - what is the breakdown of renewable? Of this how much is PGE owned vs. purchased from outside sources? Are these renewable sources say solar are only good during daylight hours?
- Is there a program to assist in the cost of inside wiring for a generator?
- Is there a place where we can take waste biomass like urban wood waste or forest slash. Is it possible to be paid for it?
- Thanks very much. Appreciate all you do!
- What are you doing to create solar powered microgrids?
- Thank you! That was way more informative than I expected!
- Thank you.

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: Bay Area Region

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

- Would someone please go over a bill and explain the charges/credits?
- My electric bill since November is 60% more than last year. I do not have PGE gas service. I am not able to get through to a person to get an audit. This increase is astronomical. We have not changed any usage from previous years.
- How are you ensuring resident safety? We recently had a PG&E employee fail to do his job correctly, leading to a gas leak in Foster City that required evacuation of us and other neighbors. It was a scary and traumatic experience
- Why is leadership getting bonuses?
- The labor-intensive, obscure, crazy method to access this Town Hall gives me ZERO confidence in the PGE. Your own sound is going in an out. PGE mismanagement is rampant. Decentralizing power would be safer, more energy efficient, and cost-effective than undergrounding. Creating more lines makes PGE money. Period.
- What are the biggest problems you guys are having with finishing construction on the sites?
- Could you please provide extra details about the new business process that PGE supposedly have improved on. To date, your customers have yet to see improvements.
- Is it correct to say that every San Francisco house and apartment receives its power from wind, solar or hydro now? I seem to recall that the entire city switched over to a green power or similarly named plan.
- How is the removal of trees interfering with overhead power lines in Northern California proceeding?
- How is all this work being funded specifically what are the funding sources
- What upgrades are you doing to the grid to support the growing number of electric vehicles?
- I understand that there is great interest in the high Fire threat area in the Oakland hills above Montclair for undergrounding - including Oakland fire prevention the major/ city counsel etc. due to ingress egress limitations and population density.
- Thank you - I was wondering if PG&E is giving consideration to doing additional undergrounding in the Oakland Hills high fire threat areas. Is that info available somewhere. Thanks.
- Could you provide details about the eye chart that you just presented. Need to know what cities have seen improvements.
- I have read that PG&E will be teaming with the California franchise tax board in order to access the tax records of all Californians in order to increase utility bills for selected middle and upper middle class residents. When will this be implemented? My understanding is that for those of us living in studio apartments, currently paying about \$25 per month for gas and electric in San Francisco, as I do, we can expect our bills to change such that they are closer to \$1,200 per year. This is a significant change and seems unfair for those of us who live economically and consciously aim to have a small environmental footprint. Particularly if it is the case that San Francisco itself is already 100% wind and solar for residences.

- Do fire agencies have access to information from PG&E cameras? Residents on Skyline Blvd's west side are having trouble securing fire insurance; if any of PG&E's data can help improve fire safety, it would help build good will in an area that experienced some 25 days without power during Q1 storms this year.
- Last year we had problems in repeated EPSS trips. Have we improved fault diagnosis and remedy plans for reducing downtime? If so, what?
- Do you have a plan for switching from the main grid to microgrids in each community, and for hardening lines such as by putting them in ceramic concrete conduit (UHPC) in trenches? What is the timeline for doing this as mitigation for the impacts of both types of shutoff of grid services?
- Is there a PG&E list of people with medical needs and is there priority to restore power to them first?
- And roughly how many cameras are there?
- I NOTICED THERE WERENT ALOT OF FLAGS IN CONTRA COSTA COUNTY ARE WE LOW RISK?
- Please do keep in mind that the title of this presentation was not specific to wildfire issues and that it was presented as a town hall, so hopefully we can cover questions that are interesting to the public which are not specific to wildfires.
- I think it would be beneficial for you to speak to you that question as part of the Q&A - - out loud rather than just a one-on-one conversation between the two of us.
- I'm a person who has a medical need at home. Are they also on the priority list?
- Do keep in mind that the idea of a town hall is to hear the community speak, not to pick and choose and obfuscate issues that may make you uncomfortable when answering "Yes we will be looking at income tax records and we will be charging four times more for certain individuals", Which I think is the short form of your answer to my question. It is hardly democratic to only answer the questions that the moderators are pleased to answer.
- My question is about the new green book standards pertaining to residential electric and gas meters. These new standards are making installation of solar and batteries more difficult. Any chance of relaxing these or grandfathering in existing homes.
- I do appreciate what you are doing with respect to wildfire concerns.
- Are you going to answer my question later in this event, or offline?
- I first applied for an electricity upgrade in April '22, which requires the installation of a new transformer. We have had a couple confirmed installation dates that were cancelled and still no transformer. It's been stressful and discouraging through the delays, especially as we are expecting our first child and do not have the proper electricity at our home. How does this wait time compare to other homeowners around the country and is there anything I or other homeowners can do to speed up our wait time?
- How much will customer rates increase to fund 10k Undergrounding Program?
- Did you highlight the Backup Power Transfer Meter program for eligible customers? I have one and I love it. It's a great service you provide, and few people I talked with knew about it.
- My husband and I have been conserving energy and reducing risks for many years, but we make more money than our friends and now we are facing a surcharge for our household income. Some of these friends already qualify for financial assistance. Why are we being punished for doing all of the right things?



- Why is it that with every statement I sent, PGE is repetitive asking for rate increase?
- How can I get in touch with someone about the delay in scheduling an upgrade to our main panel? We've been told this can't be done until mid-August which seems unreasonable as we need this to be able to use an ev charger and complete a solar install. Thank you!
- Thank you!
- Do you provide quarterly earnings to the public if so where can I get that information.
- Testing.
- Have you used Tony Seba's research on Disruptive Technologies to correct old (and E3) models of the switch to battery-electric vehicles? Have you modeled the switch of medium and heavy duty vehicles on CARB's schedule for drayage and over-the-road trucking as well as public transit? I interviewed fleet owners for Silicon Valley Clean Cities Coalition and they say that when they talk with linemen they know of no grid support at the Port of Oakland in the next year, yet CARB is demanding that they switch some of their vehicles in the next year. You are responsible for meeting their needs -- or have you kicked that can down the road?
- Do you have enough power at the Port of Oakland to be ready for all the Class 8 trucks that are mandated in 2024 to be ZEV trucks?
- Two cents from the peanut gallery: maybe it's a good idea to mention that power is more expensive between 4:00 p.m. and 9:00 p.m. perhaps that person "didn't get" one of the numerous memos.
- I am very concerned about the proposed changes around income-based pg&e fees. One, does this affect solar (NEM 2.0) credits? Two, this will unduly penalize Californians who conserve and limit electrical usage but earn a fair wage in an extremely expensive region.
- What are our options to protest the proposal to charge based on income? It is terribly unfair.
- Where do we submit feedback on PGE's proposed fixed fees based on income levels?
- Federal poverty leaves the middle class at an unbelievable disadvantage, especially in this area where housing and basics are extremely expensive.
- PGE proposing to charge fees based on income rather than usage is not fair. That is a tax, not a fee.
- Rather than continuing to increase charges to support a For Profit business model why not consider a business model that treats electricity as a human right?
- Yes thanks.
- How do wait times for new residential construction on the peninsula compare to customers in other parts of the state and country?
- Why are electric distribution charges based on time of use when generating eclectic power is time sensitive but the grid is generally over-built?
- Why doesn't electric service cost reflect the cost of providing the service in high fire danger area?
- Within the partial response to one of my questions was the concept of a higher flat fee and lower per kilowatt hour fees. Have PG&E and the PUC only considered this on a per household basis or have they considered this on a per street address basis? I will suggest

that it may not be fair to charge one apartment building on a small footprint with 50 units 50 times the flat fees of one private house.

- The problem is we call 811 and PG&E fails to mark.
- Does PG&E have or are you looking at programs allowing people with solar batteries to push back power during peak times to reduce over demand outages?
- Thank you. I certainly appreciate the attempts to respond to my questions. I'm a little uncomfortable with suggesting that my questions are specific to an individual because I think that they are applicable to many Californians even though the examples that I am provided are of course specific as is the nature of an example. I hope that PG&E has as many in-person actual townhouses now as it did before the pandemic and that these virtual not really Town Hall meetings augment those events. I am beginning to sense that there is a hazard to our democratic life in referring to virtual meetings as Town Halls when it is the case that questions are not all read during the event and questions are not read verbatim.
- Apologies for the horrible grammar and punctuations and weird autocorrects. I blame my phone. In my real life as a civil engineer extremely concerned with climate change and involved in offshore wind I usually try to be a little less hasty in hitting the send button. Don't ask me how my Android phone got "townhouses" out of "town halls."

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: North Valley & Sierra Region

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

- I have a question/comment about Wildfire Wood Management. I submitted a permission form on May 8 and have not yet heard back. I followed up via email and voice message 2 times and have not yet heard back. Who can I contact to get a response?
- I am in the Butte County CA area.
- The voicemail currently states 2 business day call back times.
- Will Placer County be doing another green waste collection such as the one that happened this past weekend? There is still a lot of dead wood on the ground left by PGand E contractors and tree fall from the storms.
- What I am asking is "is there any help for getting rid of dead wood on a community wide basis" not for each separate property. also is there any help in removing dead wood for the disabled and elderly?
- So individual only, no community assistance?
- I have a questions/comment about Wildfire Wood Management. I submitted a permission form on May 8 and have not yet heard back. I followed up via email and voice message 2 times and have not yet heard back. Who can I contact to get a response?
- What did CEO Patricia Poppe do in 2022 to earn over \$51 Million salary for the year?
- What documentation proof is required for approval of an application for a backup generator rebate? Is a picture of the installation necessary or will an invoice/receipt sufficient?
- I cannot find details on the website, hence my question. I started an application but it was not clear what the documentation requirements are.
- Why is PG&E paying dividends to its shareholders, yet PG&E has not made the fire victims of the last 5 years whole, some have only been given 50%.
- Are there any incentive for battery for when pspS happen
- It is great to hear about the "sno-cat donations", burying of lines, community outreach programs, etc. But how is PG&E addressing rising costs to customers while the PG&E infrastructure is failing, i.e.. monitoring of lines that ARE causing wildfires. It seems that 'we' the customers are bailing the company out AND paying for long overdue improvements. I have personally interacted with sub-sub contractors upgrading equipment to my property..... over 2yrs.
- Why did the backup power generator rebate program change in 2022. It was graduated based on price of the generator. Now, it is \$300 regardless of acquisition cost.
- I by the way, am in Shingle Springs, El Dorado Cty.
- Can you address the contractors you sub-contract to?
- Thumbs up = you answered my question
- As a nurse working 8-4:30 M-F for the VA in Martinez, I get home and start cooking dinner for myself. Is there any way you can find it in your heart to lower the gas prices for my gas oven stove? I will not use a microwave because my husband died of pancreatic cancer with mets to the liver and I totally believe that had something to do with it.

- I have property in Feather Falls area. I don't live there anymore due to the fire. I have a locked gate and request to call me for access my phone number is on the gate. How can I ensure when I got a call that it is from a legitimate PGE contractor. Usually the call are from personal phone numbers.
- Gas prices are so high from 4-9 p.m.
- How is the risk profile determined and how can it be appealed/challenged?
- No question, just a THANK YOU for this informative Event!
- Thank you for the "EPSS" explanation
- What is fire risk level based on? Likelihood of fire incident and impact to community in an area, something else?
- The cost of heat was outrageous. pg&e reported high returns. any help for the customers who paid double and sometimes triple the normal amount while pg&e profits increased. Anything to offset customer hardship.
- One bill ate our entire SHIPP amount. we have CARE. we had our place weatherized by professional right before bill went up. still 2 to 3 times as normal. we use less energy between 4-9pm.
- How are we going to be notified if our power is out and our cell towers are not working?
- These areas have a lot of Spanish speaking. Do you offer these webinars in Spanish?
- I Thank You for all of this 'long over-do' action & info.
- A Public Service Announcement would be a valuable tool to post this information.
- Please put address in alerts for those of us who have more then one dwelling that are in different cities. I've been getting alerts and I have no idea which dwelling you are referring to.
- What is fire risk rating based on? What factors make an area high risk?
- What about resources for help with trimming over grown shrubs/ trees for those of us who don't have the tools or function to do so.
- What authority does PG&E have regarding homeowners with trees that encompass PG&E lines for surrounding customers? Can you 'trim and or cut' their trees?
- What is the timeline to get tree removal from cut trees over 4 in diameter with Wildfire Wood Management Program.
- From time of submission.
- What undergrounding is occurring around Elk Creek?
- And what is the timeframe?
- Nevada City's outlying area, specifically Cascade Shores, is an extreme fire danger area as proven by the fact that none of us can get fire insurance other than through the overly expensive California "fair" plan. Why is this area not listed as being planned for undergrounding in the near future?
- How come it takes so long to get a backup power transfer meter.
- Are there any programs or discounts for those who work from home and rely heavily on electricity.
- What authority does PG&E have in mitigating potential hazards (having homeowners clear, cut, etc.)?

- At Bucks Lake there are different colored ribbons around compromised trees —what does each color mean?
- What is PG&E’s position regarding the push to ban residential gas appliances in California? Communities like ours rely on these appliances as we deal with many power outages, some over a week in length.
- The tree contractors for PG&E have been both great and bad on our one street Fiddleneck road near Laporte in Plumas County. First the bad contractor Mountain fell a tree on top of my septic tank probably cracking the top but with the 3-foot diameter stock on it I cannot even have it checked. My neighbor alerted several Mountain (in charge) people with no response, they also cut 1/2 way through a tree next to it and just left it to die and fall over in the future. So am I supposed to start a suit to have the problems resolved? Or will the PG&E contractors finish what they started, remove the log I made them aware of in August of 2022 as well as chip the piles stacked along the road, that pulling a chipper behind the truck said another crew will be by to chip. Why do you pay Mountain to pull a chipper an extra amount if another crew was supposed to chip? I may be reached at (831)226-4746 or dbloreonr@gmail.com.
- How do us customers lodge a concern to you about the conduct of your tree contractors Mountain, Davie, others ?

**[Return to Table of Contents]**

Quarter Two Regional Town Hall: North Coast Region

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

- How is PG&E working with local/county fire departments?
- Can I identify work that is being done in my specific area – a more focused area, I'm in Cotati, Sonoma County.
- I got here late. Will I be able to see what I missed?
- Thank you.
- Do you help with Home Hardening audits on buildings?
- We live at 32900 Gibney Road, just south of Fort Bragg. We experience frequent outages due to wind. Our neighbors tell us this is a long-standing issue since our power is delivered over the hills through the forest and past the old mill site. I noticed that there is a 2-pole transformer rack at the end of Gibney on Highway 1. There appears to be cut-outs there that would allow delivery of power to our neighborhood via these facilities. Is there any plan for this change? We are on well water and when we lose power our home rapidly becomes unlivable. When we travel, we run the risk of losing all the food in our freezer. We have lived in rural areas for years and we understand occasional outages but what we have seen since moving here is dramatically worse than anywhere else we have lived.
- 510-406-5181.
- Thanks. I sent an email to the address you provided and all I got was a response saying my case was closed.
- You are losing more and more trust because we cannot get a human anymore unless we say it's an emergency.
- Thank you! This was great. Best to everyone this season.
- Please tell me who has Jim Wickham's job now for Marin?

**[Return to Table of Contents]**

Wildfire Safety Webinar: Access and Functional Needs (AFN) Customers

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

- Why are you folks identifying yourself as such?
- Makes sense. Thx.
- Are you still planning on changing to underground power lines in small towns in the Sierra Nevada Mountains like was promised? If not, are you going to update the equipment as most is quite antiquated? If so, when? If not, why?
- I have three different PG&E accounts between two homes and my office. I often get alerts that don't identify which location is impacted. It would be helpful to update these (some have a part of the address and some don't, especially the automated calls).
- Can I get one of those generator switch over for my meter?
- Many disabilities will not improve over time, these disabilities are known, why re-certify annually when the disability will not change or will get worse over time?
- What is the status of burying powerlines? This is the most critical effort associated with wildfire safety.
- Just want to say THANKS for improving the power lines. We have way less power outages than when we moved here 22 years ago.
- Do the fuel cards apply to natural gas supplied by pg&e?
- Are there any updates related to SGIP? It has been nearly impossible for the majority of us to actually be able to utilize this program.
- Is PG&E obligated to provide details associated with power outages during wildfire season that aren't PSPS? We had outages last summer and were never provided with a reason. Ever.
- The web site for residential power storage seems to require a referral code?
- For those of us on medical baseline, will you advise us of when we need to Re certify?
- Appreciate the information you are sharing here. The maps for under grounding are interesting. Can PGE provide something similar for line hardening? Even though Alameda County has large areas in the high-risk fire zone (I'm in one), there is 1 mile planned for under grounding in Alameda County in 2023 and 2024. Presumably there is other hardening work going on in the county? Would like to know where.
- I'm in wildfire area #1 and don't have a Smart Meter.
- SoCal Edison reports 75% of lines are insulated conductors or tree wire. PGE is prioritizing EPSS - restoration for Monte Rio Circuit 2 averages 4 hours. We've had multiple fast trip outages over the past 12 months.
- Thank you for acknowledging.
- Where do we call if we need trees near lines assessed for safety?
- 800 miles of undergrounding and Sonoma County which has sustained multiple fires and is only scheduled for 4 miles this year, and Tulare County has 27 miles of under grounding?????
- In Nevada County.
- Can the transfer meters be installed in a sub metered community?

- Is PG&E working with the legislature on tort reform? The liability PG&E is burdened with is passed onto rate payors. It cant control the wind or people who don't maintain their own trees.
- Thanks.
- All these programs are great, supporting the vulnerable community, What portion (%) of PG&E's budget is these "free-bee" to customers.
- Will we be notified when we need to re-certify medical baseline?
- Thanks for answering our questions, Tom! Your transparency is appreciated.
- Sure, nice duck.....
- What are the income qualification for battery back up?
- I'm on medical base line.
- Thank you.

**[Return to Table of Contents]**



Quarter Two Regional Town Hall: Central Valley Region

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

- What about the dissatisfaction of those paying customers in Stockton Ca.
- When are the funds going to actually work for the company that is not paying for goods for the wrong reasons and workers.
- Thank you for this webinar.
- I've sent so many emails to the Stockton's PGE and they have not responded properly and have not been able to respond due to non-compliance of their manager and maintenance
- Did the mosquito pilot go well? What are plans to expand?
- When is the SO CALLED WILD FIRE GOING TO STOP HONESTLY.
- IS THE MONEY ONLY FOR SCHOOLS OR IS IT FOR THE ACTUAL MONEY PAYING CUSTOMERS NOT CREDIT CARD PAYMENTS.
- Why is SAN JOAQUIN NOT PART OF THIS PROBLEM.
- Regarding pruning: since a pruned tree does grow back, what's your long-term plan to keep vegetation under control?
- Why is my house only, losing power tomorrow 6/9 7:00-7:30 (Coarsegold)
- Thank you! I just sent an email to you.
- Are there trees you recommend or are more easily managed around my home that is surrounded by power lines?
- GREAT JOB EVERYONE! You continue to make me proud that I am a retiree of this company...GREAT INFORMATION and RESOURCES for customers to access!
- Can you show us the PGE fire detection camera website.
- Where do I get the Flyer for trees safety central Valley Region.  
sarahlesnikowski6059@gmail.com.
- Can you provide the link to recorded webinars and slides.
- I miss everyone as well. Very hard to "disconnect" from this company!
- Thank you so much for the webinar and it is very informative and helpful.
- Thanks for showing the camera website.
- Where can I see all the websites and what they are for?
- Thank you for this information.
- I worked as inspector on Creek fire and Sequoia forest 3 rivers
- You guys did a great job. Thanks.
- Does a heat pump for HVAC SAVE MONEY.
- Will there be enough power when so many more electric cars will be on the road?
- Please list my name as contact for future and community services as volunteer.
- General question: Who is responsible for brush next to forests?
- Can you provide a booth for Kids Day in Caltrans on June 14 from 11 to 1PM.
- Please contact me Sarah.lesnikowski@dot.ca.gov.

**[Return to Table of Contents]**

Wildfire Safety Webinar: Alpine, Stanislaus and San Joaquin Counties

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

- Hello, my name is Martin Jucutan and I'm the Source Reduction Specialist with the San Joaquin County Mosquito and Vector District. In the webinar slides that were given to our District Manager from June 8, 2023, it states you may have discussed a certain Pilot Program for mosquito control purposes. Could you please touch on that program a little bit for me again?
- Thank you for the previous response it is very appreciated. I have one more important question on behalf of my district for Mr. Dylan George, San Joaquin County legal rep. is it possible to set up a meeting between him and I this way we can maybe address our counties mosquito sources together?
- Thank you.

**[Return to Table of Contents]**

Wildfire Safety Webinar: All Customers

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

- How can the local FireSafe Councils work with PG&E to help support local wildfire preparedness and community engagement for PG&E customers? Thank you for taking my question and for hosting this important webinar.
- The fire map link posted requires authorization to access it
- Who can we talk to get an honest straight answer about potential undergrounding in our community. We have lots of trees, Highwinds, and one way in and out. We have been talking to PG&E often on for 20 years and willing to share cost. We get nowhere.
- Thanks for taking my question. Well done and much appreciated.
- What is being done about the scotch broom that is filling in under the 2 power line going the Anadel into Oakmont Village.
- Why does PG&E continue to use the term "Public Safety Power Shutoff" when PG&E is a "Public Utility"? When PG&E uses the term "Public Safety" it implies PG&E is a public safety entity (i.e., law enforcement or fire agency) when the only reason the term "public" is associated with PG&E is the fact it is a publicly owned company.
- My house and entire development was built in the mid-1960s. I want to upgrade my electrical supply from 100 Amps to 200 Amps. Currently the incoming power line is overhead. Should I try to get the contractor to underground my power line even though the rest of the neighborhood is still provided power from overhead lines?
- Please explain why the PSPS impact communities where the powerlines are already underground. Thank-you.
- How do you justify the continuous rate increases when you have failed perform the work PG&E has already received compensation for but has failed to complete the work?
- Why can't PG&E be more considerate and conservative when tree trimming in a residential neighborhood. Last week the huge multi trunk live oak in our front yard marked for trimming separation after growing below the utility wires for many decades. Even though 4' is the required minimum separation distance it was cut back more than 12' internally and 20' across taking out 30% of the middle of the tree. It has destroyed the esthetics of the tree. A much less destructive trimming should have been warranted. Why is this not done? Killed the curb appeal that got us to buy this home two years ago.
- That are close to power lines?
- What agency has oversight of Vegetation Management program?
- Are there sources of help (assistance/education) for homeowners to clear a defensive perimeter around their homes (from PGE or other)?
- What can I do to prepare for PSPS? What information does PG&E need to have in my account to stay informed?
- We were not asked about the trimming nor notified so we could discuss the extent of the pruning. It was just said that this occurs but not for us. Why?

- Hi. How can I find out when lines might be moved underground for our area? I heard it was planned but no idea when. zip code 95459.
- How do you justify a CEO annual salary over \$50 million?
- Why is PG&E spending so much on topics outside the scope of their service?
- We have good insulation and rarely turn on the A/C in the summer. We try to consider time of day for major appliance use. However, outages still occur resulting from many others not taking these steps. I've often wondered if you could save money by stop sending those letters telling us how good we are doing and reduce our bill instead!
- Thanks!
- How do I create a defensible space when the vegetation is on the neighbor's house only 5 feet away
- Oops! Hit the wrong key. To continue question on spending outside scope of service ... PG&E is spending a lot on fire safety and response when you need to focus on servicing and maintenance/replacement of your equipment?
- Is there an online map that we can look at to see where under grounding is taking place and where it is being planned for?
- What type of programs are there for disable Veterans in case power goes out during a fire in the area?
- Are you putting the underground wires in conduit or are you using direct burial wires?
- Do the PGE risk maps have any affect on what insurance companies are using in the state?
- Is there an online map we can look at to see the distribution lines and transmission lines that feed and traverse our neighborhoods? (to, for example, to check on the extent of PSPSs).
- Great -- downloadable GIS map files. Thanks a lot! Keep them coming!
- Why PG&E does not to help homeowners cutdown a tree that is leaning to a power line running to a home structure?
- How can we petition PG&E to establish less intrusive pruning techniques?
- Why does PG&E find it necessary to shut off power when windy, while areas in middle America don't have their power shut off when facing tornado?
- Thanks for the defensible space information.
- When the recording will be available?
- PG&E have any undergrounding programs for existing residential neighborhoods?
- Thanks!

[\[Return to Table of Contents\]](#)

In-Person Answer Center: Capay Valley

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

- More of these events should occur. Informative before problems. Thank you.
- When power goes out, share the cause! Not knowing is very frustrating. Either make info available after power is restored or as soon as the cause is known.
- Our transformers, one on a pole by every house. I worry that if the one by our house exploded, we'd have dioxin all over our organic yard. How much dioxin is in our transformer?
- June 4, 2023 - no notification of outage. Why not? Why have outages increased since the "improvements" to our lines.
- Reimbursement for physical equipment damage and help with generator (42,000). Help available for SMB.

**[Return to Table of Contents]**

Wildfire Safety Webinar: Access and Functional Needs (AFN) Customers

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

- This was scheduled for 5:30. There is no event in progress.
- Why has PGE not done the required maintenance that we have paid you to do over the decades? Just now you are taking about 1000 miles here or there...
- Poles are hit by cars often and taken out. When might you underground power? 2ndly 2nd contract co. cut trees in my area and they just show up. I understand the need for tree and shrub trimming... but notice that a sub contract maybe coming out to trim or top trees that are on my property. Distribution lines run over my trees on my property.
- I would like to know when undergrounding will take place in the town of Loma Mar, in the Santa Cruz Mountains. Two miles from my house is the switch that gets turned off during PSPS. This area is heavily forested. How about a couple of miles of undergrounding in the bay area.
- Where can one find current information online on where undergrounding is taking place.
- How are the areas ranked for undergrounding preference.
- Why do I have to recertify yearly when I have lifelong hist since the age of 2.
- I'm not sure my question went through...I was never informed I had to complete an sleep apnea request annual. How do we know what that date is?
- I'm viewing the presentation on the web - I don't see the chat area. How can I obtain a copy of this presentation?
- So the town of Loma Mar only has 125 people, so what does that mean to you.
- Where can we find exact streets where underground will happen in the high-risk areas?
- Barranca Road is located in your Lagunitas area of high fire risk area for undergrounding power lines. Can you indicate when the power lines on Barranca Road (off Arroyo Road) in Lagunitas will be replaced with underground lines?
- Lines out in Loma Mar are mostly bare copper, green and covered in moss in some areas. How does that rank in the system.
- For trees/shrubs are touching pge polls, who is responsible for cutting back the vegetation and how is that being enforced? For example, if vegetation planted by homeowner is home owner responsible? How are cities enforcing?
- I'd like to ask more questions but I'm currently without power here in Loma Mar, so my internet is via mifi with one bar so its hard to follow the discussion.
- Ok its not a problem now they just trim .. but in the future. Thanks.
- How do we get people to cut vegetation around polls? Vegetation is everywhere in our high risk areas.
- Arroyo Road and Barranca Road in Lagunitas have: access problem (only 1 road in and out); dry weeds and large number of tall trees that fall on power lines every year; old lines and transformers. Will the power lines be moved to underground on Barranca Road, and when?
- I have used the Report it APP 3 times and all problems were addressed within a week.
- Can pge do an assessment and get the vegetation off the lines?? Btw: homeowners should help especially as much of negation was planted by homeowners! But they don't.

- Can you have multiple contact numbers? Several people live in one house.
- The power out calls and time frame was and is great info and help. Thanks.
- On your undergrounding map for a county, will the power lines along all roads in an orange area be undergrounded?

**[Return to Table of Contents]**

Wildfire Safety Webinar: All Customers

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

- 3 outages in 3 days in the Occidental area. Last one was 16 hrs. This is unacceptable. What are you doing to fix this?
- Map of undergrounding?
- Are there any programs to decrease fire risk that might lower fire insurance costs?
- Who is going to pay for all my food that has spoiled because of your self-interested power outages.
- Undergrounding would make all this unnecessary.
- Can't listen to any more of this.
- Frustrated by trees being cut down adjacent to pg&e right of way on our property and near home which are left to become fuel for fire after extensive defensible space mitigation (much time and sweat to achieve)
- We run a generator when the power is out and that detaches us from the grid. We have not been getting timely updates on the web site when the power comes back on, causing us to run under generator power for up to an extra hour. Can you speed up the updates when power is restored?
- How do you balance our safety and reliability, I live in Cameron Park and we have way to many outages, in fact we have had 4 in the last 17 days and 5 outages in the last 30 days, unacceptable. We normally have around 10 outages a year! What is your plan to make our system safe but reliable. As you know we pay some of the highest rates in the country but have the least reliable service.
- Do Property Managers, get informed about Tree Trimming, that PG&E will do to their Properties, and Residents, so within their Properties Electric Outages, can be avoided.
- How will the undergrounding work where there may be obstacles (such as trees/structures) to do so?
- Why hasn't the webinar started?
- How about some underground work. Especially on main roads and near schools?
- I think this was stated but is there a site to see areas where buried electrical lines are planned for the future?
- Map of undergrounding?
- Thanks!
- For EPSS Power Restoration, what steps are you taking to shorten the length of the power outage?
- With all the investment PGE is making in the distribution network, can customers expect more insurance providers to return to CA and a decrease in premiums?
- Thank you. Aware of the maps. Requesting Undergrounding near Schools. Ponderosa High School, and others.
- Are the CRC only open during PSPS events or are they open during winter storm events and other power outages?



- I like to add a battery backup, but if I do I will lose my NEM and PGE will charge me huge fees that I cannot afford. Why can PGE do to support my need of medical device beyond a small battery that only last 12 hrs.
- Is this webinar captioned and can I get a copy of the webinar?
- Why your App to Report Problems with the Electric Equipment, doesn't work very well on: Google Play?
- How do you justify mentioning "food banks" for customers who lose perishable foods because of PG&E shutoff? PG&E is 100% responsible for the loss. Throughout this webinar you keep referencing the plethora of PG&E web pages with information on a multitude topics. How do you propose they do that when their power has been shot off? For customers in the rural areas when you shut off power they lose cell phone coverage too.
- Is the public notified when the EPSS setting are set a more sensitive setting? Can the Public be notified, so that we can be better prepare for short outages?
- Will Comcast & AT&T underground lines being the same tunnel as PG&E?
- What is PG&E's obligation to respect rare species and/or make sure they are not killing trees when they trim them?
- How do you justify the CEO salary of \$53 million (\$1,019,230/week, \$145,604/day, \$6,066.85/hour 24/7/365) when the president of U.S.A. makes \$400,000 annually?
- A few months ago you said we could get wood chips from Maximus. I've been unable to get a reliable contact for them. Do you know how I can contact them?
- How wide of a space do you have to remove trees to lay a line? Are you working with environmental agencies to make sure you are not affecting protected wildlife?
- I am the only person that has no audio?
- Murderers.
- If EPSS activates within 1/10 of a second to shut off power why is it necessary to shot off power?
- I live in an area that had 5 power outages in 19 days and it was due to ESPS but that doesn't help clear things up any explanation for that.
- Please stop using term "Public safety power shutoff". You are not a public safety agency and the shutoff is not ordered by a public safety agency. Just because another agency came up with the name doesn't mean it is correct for PG&E. The proper term for PG&E would be "Public Utility Power Shutoff" or "PG&E Power Shutoff". This falls under the same umbrella as the use of "Public Service" on Caller ID. PG&E is not a Public Service. The technical definition of PUBLIC SERVICE is a service provided by the government to the people in a specific jurisdiction. Why can't you just use the Caller ID "PG&E"? Under both of these topics PG&E is misrepresenting itself to the public and basically representing itself as a government entity i.e. false impersonation.
- Today we had a planned maintenance outage. Can you try to plan your maintenance outages in the Spring or the Fall, instead of the middle of the summer?
- Not a topic for tonight but my very old and very poor friend has applied for PGE CARES and has never heard back, despite repeated follow ups. What can we do next? She does not use computers.
- Is the Report it App for people who live only in the wildfire area?

- Why is it sooo difficult, now impossible, to find my solar tru up monthly amount?
- Repeat contact to report dangerous left cut tree debris.
- Thank you.

**[Return to Table of Contents]**

Quarter Three Regional Town Hall: North Valley & Sierra Region

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

- In Tehama County some towns are not incorporated. My town is not incorporated and has no oversee on weedy overgrowth. Some residences have weed overgrowth in backyards. The fire dept has no say-so over lots or residences with overgrowth. These are unsafe conditions. Red Bluff which is incorporated have restrictions on vegetation on residential areas. How do we control our fire danger areas that do not have oversight on overgrowth? Thank you.
- How do we know when the work will be done?
- Do you have a breakdown between HFTD 2 and 3 for the 38% in HFTD?
- Thank you.
- In case you have an unexpected low attendance tonight, you are competing with National Night Out from 5-8PM.
- I thought the change to more granular trip breakers lessened the number of customers impacted by a tree limb touching a limb. In the last week alone there have been 3 3 hour plus outages affecting 2000+ customers according to the texts I get where I live in Nevada city.
- Why has my power been interrupted 8 times this year in Cameron Park. Saturday it was out for 9 hours. I hear I live in a very old grid. What can be done about this? Thank you.
- Why is the EPSS not activated all the time? If a tree branch crosses the line and catches fire, wouldn't it cause a wildfire? Or is this only a risk during extremely dry, hot, and windy environments? It seems to me that once a fire starts it's bad no mater hot it is. I understand it is worse in extreme conditions, but does that justify turning it off for over half the year?
- Do you expect the meter-transfer program to resume of special meters that you plug generators into to be offered again to be installed for those who qualify?
- Thanks for your response, but it wasn't intended as a criticism. It was intended to be informative in case you didn't know...
- My power has gone out every week for the last three weeks. Only my small grid in Cameron Park.
- In my mail today I got your "inconvenience payment" for the 15 days with no power during snowmagedon \$100.86. Wow. That covers a couple of days of propane for the generator. How did you calculate that?
- Can you put that email in the chat?
- For outages, why can't you post the reason on your website so there's some information and transparency about what is going on?
- Are the transformers and infrastructure instead in newer (about 20 year old) neighborhoods ready for the extreme weather events in the horizon?
- As a follow-up, when we get the text messages during an outage, why can't the last message include the cause of the outage?

- We have never received the cause of an outage. Just the fact that it is over (usually about 15 minutes after power is restored). I'll send an email as suggested. Thanks for providing this information!

**[Return to Table of Contents]**

Quarter Three Regional Town Hall: Bay Area Region

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

- My home is in the Northgate area of Walnut Creek. We've had 5 electricity outages in the last 12 months lasting 4 to 27 hours. Only one was caused by weather. I really appreciate all you do to deliver our electricity and gas, but Does PG&E consider this an acceptable level of outages?
- My 1968 home was built with only 100 amps. Bringing in more is thousands of dollars. Does PGE have any plans to help?
- What's the status on the rest of the HV Pole replacements through Hidden Lakes Park?
- If everyone in my Cul-d-Sac upgraded their service to 400A, the transformer feeding our homes would need to be upgraded from 326kW to 1.3Mw. Will PG&E be able to supply this amount of power with the drive to all electric homes?
- You mentioned "too much solar". What is the amount of solar generation that is currently "lost" in the PGE service area, and what % of this is currently captured with battery storage?
- I am hearing that PGE is making contractors sign with electrical workers union rather than unions that do underground work year round. Is this a savings to PGE And please don't say safety these unions work on gas electrical daily.
- Where is the Edgemar neighborhood in Pacifica in the undergrounding priority queue?
- Thank you for working to make the challenging areas better, in terms of issues around outages. My question is about the pge safety net payments. The pge site says payments can be expected for extended outages. However, my neighbors and I (Skyline, skylonda CA35) have not received any promised payments from outages back in January-March. I tried to call the number on the site, but the automated system seemed to have no understanding of what the safety net program is. I can try the email address you shared. It would be nice to hear if pge will make good on these promises or not. I have also reached out to Sen Becker (San Mateo) about this issue as i originally heard about the program from an email he sent to us. [https://www.pge.com/en\\_US/residential/outages/current-outages/report-view-an-electric-outage/additional-resources/extended-outage-compensation/extended-outage-compensation.page](https://www.pge.com/en_US/residential/outages/current-outages/report-view-an-electric-outage/additional-resources/extended-outage-compensation/extended-outage-compensation.page).
- Is PG&E planning to have incentives for battery storage installation on individual homes and buildings?
- What is SPARK Gas? Why did I pay them thousands of dollars in transport fees?
- Outside contractors.
- Why can't PG&E provide more information about the cause of the outage when it is known? Estimates of power restoration during the storms this past year were misleading and completely inadequate.
- Does PG&E shut off gas in PSPS too?
- General question: my wife and I really tried to contribute by using time of day plans but recently did very careful calculations and realized that all the inconvenience (e.g. running washer in the morning and not after work) we were saving about 0.5-1\$ a month only on average. So we switched back to basic plan. Is there any way to revisit these rates to naturally encourage customers to save real money by using electricity off-peak and not just

save 50 cents? Maybe a plan with much cheaper price off-peak and much more expensive per kWh on-peak?

- Wildfire risk and past wildfires are a primary cause of increased insurance premiums. Is PG&E working with the insurance industry to make wildfire mitigation efforts known to insurers and to what neighborhoods they may apply?
- You track EPSS outage time, but do you also track the total outage time over a month?
- You mentioned that one of the safety layers in the installation of stronger powerlines and poles. I do not live in a high risk wildfire area, but PGE is replacing the power poles in our area. How are these poles better? And why not invest in undergrounding (or grade level grounding) vs. new power poles?
- Are there plans to move power lines underground in communities and neighborhoods where the lines are currently on power poles? If so, is there a schedule for this activity? We have overhead lines in our neighborhood.
- It is advised to keep the thermostat at 78 degrees during the summer months. However, that is still very, very, hot. What's the lowest we can keep the thermostat at and still save energy please?
- Sorry but I wasn't happy with response for most questions. For example
  1. rate plans: we don't need technology, PGE set the rates so why not just make a meaningful plan so to encourage people to use more power off-peak and less on-peak your current plans don't do that effectively.
  2. why new poles? You don't save money, sell bonds and think more long-term.
  3. schedule for underground. This came up so many times so maybe it was not advertised that you do indeed have this schedule. I have not heard of it until today.
- Thanks for all the info and answering our questions....

**[Return to Table of Contents]**

Quarter Three Regional Town Hall: South Bay & Central Coast Region

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

- When will V2G and V2H be available in Saratoga CA?
- I have a Lucid with 118kWh battery (equivalent to 9 Tesla Power Walls.)
- Are you supporting or opposing SB233 to make EVs bi-directional?
- Why isn't PG&E encouraging more customers to install battery storage with incentives/rebates, as it helps during peak and wild fire events?
- Is there a projection for the number of public safety power shut off events in Santa Cruz county in the 23 fire season?
- I live in a large community in Los Gatos mountains (zip 95033) and so far this year have been without power for more than 20 days. Insurers have been removing coverage for the area because of the heightened fire risk. One key issue is uninsulated cables threaded between trees. On the flip side, i expect to be without PG&E grid power for more than 30 days each year (over 20 already), so have additional costs to compensate for PG&Es lack of grid reliability.
- When is PG&E going to get to a true 'utility grade' reliability and safety in the mountains. Will it be before we run our on insurance options or money to cover individual generation costs?
- I also checked with the Santa Cruz county elected officials and they're also getting no meaningful effort by PG&E to address reliability and safety. Tree trimming and low flying helicopters are not a solution, they're a band aid.
- I have a Lucid and it's battery is the equivalent of 9 Tesla PowerWalls.
- Now that the tree trimming project is discontinued, why not use those funds to do more underground utility across all of Santa Clara county?
- I also bought the Lucid Connected Home Charging Station which has bi-directional capability. Lucid says PG&E is the holdup???
- Is the PG&E grid going to be able to support the additional electrical demand from the looming Bay Area Air Quality Management District electrification mandates starting in 2027?
- When will Santa Cruz mountain communities have buried power lines and not uninsulated power lines between trees?
- Santa Cruz county supervisors say PG&E has stopped engaging positively in mitigating fire risk in the mountains. So who does PG&E listen to?
- So far I have had unplanned outages this year beyond 20 days. Is there a minimum service commitment that PG&E can make to their customers? If not, why not?
- We live in Cupertino and have lost electrical power 11 times since August 2022. We're in the process of having Battery Backup installed and integrated with our Solar. Although I see ads every day stating there are State incentives to install Battery Backup, our installer told us state funds have been depleted and there are none available for our install later this month. In February I received an Email from PG&E stating there would be significant incentives for Battery Backup by mid-2023. Any status update ref SGIP/CPUC funding?

- Regarding underground cable work, I understand it is a 100 year project. Awesome, I will leave a note for my grandkids.
- As someone who lives in a high fire risk area, I wonder why my area is not being prioritized for buried lines or insulated lines.
- 'Always choose the side of safety' sounds great. so when will the supply in my area be made safe?
- Thanks for covering LG mtns. Again tree trimming and safety shut-off programs are a band aid, but investment is needed and will save money and protect customers.
- Do succulents need to be cleared from around homes to reduce fire danger?
- Regarding 'undergrounding' I see targets for 2023 of 350-600 miles, and 2300 miles by end 2026. In perspective of more than 100K miles in PG&E territory, I have to ask how long this will take?
- With the rapidly growing population in California are there plans for generating more electricity to keep up with the growing demand and to help keep rates from going up.
- Where can I see the budget of PGE?
- Did you show a map of the undergrounding plan?
- I'm sorry but I just joined and heard about the 10K miles goal. We live on spindrift road in Carmel Highlands and we have lots of issues with wires.
- I understand there is a nationwide shortage and backlog of medium and high voltage substation transformers, with long lead times. What is PG&E doing to address that?
- Hmm...the website is not helping me understand the map or target areas...where can I find that?
- I think it is great you doing this town halls. I wanted to be on from the beginning. It is very important to be doing these community outreach activities. We are new-ish to CA and you don't have a great brand/reputation in Carmel. It is a shame b/c we know you are in a tough spot. I hope all of this helps. We have had good experience with you/PG&E since we moved here in 2016.
- I understand that people with solar collectors on their homes are facing roadblocks to putting electricity back into the grid. What are you doing to facilitate this process?
- I would like to see the budget for the year 2023.
- Do you actually show a map of the areas you are doing the underground plan? I couldn't find it in the link you sent me.
- Repeat the email please.

**[Return to Table of Contents]**



Quarter Three Regional Town Hall: North Coast Region

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

- Will there be slack built into the undergrounding to mitigate effects of seismic events on undergrounded power transmission lines?
- How long will it take to underground all the high fire danger high voltage power transmission lines?
- What is the anticipated timeline for undergrounding power lines in Angwin, Napa County? We do see surveying done.
- Speaking way too fast for anyone of us who would like answers to the questions you just sailed through.
- Unfortunately I have to leave early so I will stay ignorant.
- When a high-voltage underground transmission line crosses a geologic fault line, what mitigation efforts are taken to minimize likelihood of line rupture during an earthquake?
- Why do planned outages not show up on the outage page (have looked this up in the past and for example, received a notice recently and just looked it up and it doesn't show there)? Berryessa Estates.
- I'm curious if PG&E is involved in any of the work with CAL FIRE and AI, too.
- driver\_phillip@yahoo.com.
- Please do as they don't show up nor do any cancelled outages. There are planned outages.
- The CRC page doesn't list where there is a center near me as we're not under a PSPS. Once the power goes out, I'll have no way to log on to discover that information. Are there pre-planned locations to have CRC's? If so, how can we know where those are at?
- You mentioned the Southern Humboldt pilot program, what is the greater plan for expanding capacity in the area?
- What is the "dedicated wildfire wood management"? Is this to report issues like a problem tree, or to troubleshoot after PG&E has done work on a property?
- In preventing wildfires, how is the growing fuel load addressed?
- Apologies if this has already been asked, but what is the recourse for time and money lost for those of us who work from home due to power outages caused by heightened sensitivity settings? We lost power several times last week which disrupted my work significantly.
- Since fire is one of many ways nature maintains healthy balance, in preventing wildfires, how is the growing fuel load addressed so there is not a larger wildfire risk looming into the future?
- Question #2: I understand that the sensitivity of the lines has been increased to reduce wildfire risk, but what is being done to reduce the number of outages in west Sonoma county? We've lost power 4 times in the past two weeks.
- Is there a financial recourse for money lost because of missed work due to frequent power outages?
- Please answer the larger question sent at 6:22 p.m. Thank you.

**[Return to Table of Contents]**

Quarter Three Regional Town Hall: Central Valley Region

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

- When will we see the cost of gas and electricity significantly decrease? Will the amount of the credit that we receive increase, the credit that was received was not enough to impact residents bills.
- Do I get a SECOND rate reduction when I purchase a second E.V. (Electric Vehicle)?
- Are the customers paying the cost for the fires?
- Please be more transparent during the outages. Whenever there's outage PGE always says you have people on site and they are trying to find out what the issue is and there never is an update beyond that. Do you guys know what the reason is and you put it in OMS? Why can't you tell your customers what the reason is also, it would be nice if you would tell us what you're doing to repair the outage example, we are putting up new conductor and replacing a pole. By doing that we know that you guys are actually out there working.
- I have installed too many solar panel on low income houses as volunteer for GRIDE teams. One year ago, I removed my own solar panels from another owned house. Currently, I am trying to install my solar panel on my current own house in Fresno Tarpey village area. What are the required permits to install these solar panels on my current house, i.e. what are the necessary permits to get from PG&E before installation of solar panels? Do I need a certification? I'm am a licensed professional Engineer in California.
- Some Central Valley communities, like Lemoore, are negatively impacted by the lack of energization to new commercial projects. This often forces valley cities to forego economic development opportunities that can only yield positive results. How does PG&E plan to improve energization so valley cities don't lose out on attracting new businesses and employers?
- What are you doing to safe guard your equipment? What are you doing to prevent hacking calls from your number being sent to customers asking for payment?
- My last question was sent before I had a chance to proofread it. You put the outage info into OMS so to not let your customers know is wrong.
- I had heard that PG&E was no longer cutting trees to keep power lines clear; does this mean customers have to cut the trees themselves or hire tree services to do the work?
- Solar panel benefits in the long run.
- It sounds like you really don't have many options for those of us on SS and are low income! PG&E is running people out of California along with our Governor! I am still trying to figure out how you want everyone to have Electric Cars. We don't even have enough electricity as it is and already have rolling blackouts etc.! We need to bring back the Forest Restoration Projects for many reasons! To include wild fires! We have many trees that are falling in our neighborhoods as well. Emergency kit ideas are great! Foodbanks are usually drained and asking for donations!
- There are 2 people talking at the same time on this presentation.
- What do you do with the tree removal and wood chip. Where you do find free wood chip?
- Can you explain rebates for permanent backup battery setups?
- My medical discount on pge is just a few dollars only, which is not helping me at all.

- Are you replanting trees in other areas for environmental health?
- How come I didn't get a emergency package?
- Contractors at the Sierra mountains are digging trenches but the traffic handling is risky and does not follow the safety protocols for traffic handling. For example, there is no pilot cars to help?
- Are all the pge lines going to eventually be underground, and will that help improve power?
- Battery rebates???
- What advance work have you done on gas lines?
- Very impressive!!

**[Return to Table of Contents]**

In-Person Answer Center: Los Gatos County

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

- I want to talk about outages on my street.
- If I see something on my street, how do I report it?
- This is a spectacular event.
- I got my questions answered by Teresa.
- Questions were answered!
- When does old Santa Cruz Highway get tree wire?
- When will "tree wire" be installed all along old Santa Cruz Highway south of Summit?

**[Return to Table of Contents]**

Enhanced Powerline Safety Settings County Customer Webinar: Alameda

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

- We had heard about the kite being the reason for 1 outage. There were a total of 5. Are the other 4 explained by the sensors being too sensitive?
- How will we be able to get updates on outages if our power is out?
- The address search box doesn't work correctly on some of your outage map pages. Can you please check this? (iPhone being used)
- Do you have recommendations for UPS equipment to keep wifi going? I have two and they allowed me to stay connected for a couple of hours.
- JessicaB1@comcast.net.
- In 2019 there was a sectionalizer installed on CV Blvd and .4 miles of OH line was undergrounded. This got Palomares Hills out of the PSPS events. Palomares is 1605 of the 1893 customers affected. Can the EPSS device be installed on the non-source side of the sectionalizer to avoid EPSS outage or is that not feasible?
- Can you explain briefly about the other slides you are displaying on screen? 211, wildfire, etc.
- My e-mail is JessicaB1@comcast.net.
- Since the FW update, have there been any outages downstream that have subsequently NOT affected our area?
- When the web is not available, how do we get info on outages?
- When will we be informed about wind events that require the power to be shut off and for how long?
- What about the tropical storm/hurricane that is coming up? Are you planning any pspss ?
- I accidentally took Niles Canyon to Palomares Canyon Road one day. Is there a plan to escape a fire in that area? I sure wasn't comfortable driving on those roads.

**[Return to Table of Contents]**

In-Person Answer Center: Lafayette and Moraga Counties

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

- Please send out a communication afterwards to impacted customers and recap the questions (and answers) that we asked. Please increase the frequency and transparency of communication. No corporate speak. Thank you.
- Thank you for taking time to do this outreach. Please consider that while PG&E works through the safety system sensitivity, all residents on the Rossmore circuit get a generator rebate please.
- Tanya was excellent!
- We are senior citizens living in the Campo Highschool area and are on a medical CPAP machine. We are interested in the generator battery rebate program.
- I work remote so would love for a solution to the many power outages.
- PG&E outage dates: 9/19/21 7:30-10 p.m., 9/28/21 8:45-11:30 p.m., 10/4/21 2:30-5 p.m., 3/9/22, 5/21/22, 9/4/22 9-12:30 p.m., 9/5/22 4:30-6 p.m., 9/6/22 4:30-5:30 p.m., 8/7/23 6-9:30 a.m. These are just some of the Old Jonas Hill Road Lafayette power outages.
- Please direct contact from PG&E. Lauren suggested I ask for this.
- It would be helpful to have a board with specific outages (date, duration, # of customers impacted and cause) since I heard it a lot. Very specific questions or very specific dates. People want closure, not just restoration. The community outreach team should be commended. Tough crowd. The veg management representative was especially local-specific and familiar. Was able to speak to local not general. A lot of people want a town hall style not visual boards and no one "responsible for answers for specific outages." Was the meeting here predicated by recent outages in the area or community touchpoint frequency scheduled? Have a rep help with notification signups/verifications. I heard a lot of "we didn't get any notifications."
- Would like a direct call.
- Thank you for the community meeting. Spoke with Aaron Johnson regarding medical high needs and battery.
- We spoke to 6 employees and only 2 (Joe and a woman whose name we didn't catch) gave us straight answers. Just be transparent with your customers, especially with known issues like the Rossmoor circuit. Regular updates would be appreciated.
- If the medical baseline program ever includes a solar panel with yeti battery, please put me on your list again. Thank you!
- What is PG&E doing to provide compensation to customers? It's unacceptable to lose time, money and food!
- Not generating compensation for solar during outages.

**[Return to Table of Contents]**

In-Person Answer Center: Groveland

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

- All food claims were denied then PG&E decided to pay the residents only. Why would you deny the town that keeps this place alive? No businesses, no town.
- Battery backup unit for C-PAP plug in at meter for generator.
- We do not receive any bills until a whopper comes there. On a fixed income and I need to know monthly what my bill is. Thank you.
- 19408 Ferretti Road, Groveland, CA. Customer states veg crews left tree trimmings in an emergency easement, blocking it. Please have local veg follow up.
- 19408 Ferretti Road, Groveland, CA. Received portable battery but is having issues with it. Please have AFN program manager follow up with CBO for assistance.
- Some areas should require localized weather/climate condition considerations when evaluating clearance requirements.
- When will we get better utilization of the Groveland micro-hub and when will PG&E bring our electricity supply up to a reasonable level of service?
- Often the text alerts received say something like "outage due to weather". Everyday has weather so to say "due to weather" is not very helpful. Often it's a nice day when this happens. Please add specificity to the message e.g. due to hot weather or lightning strike. If it's due to equipment failure, animals or vegetation, say that.
- If/when will Groveland be cabling, either underground or overhead system hardening? When will it be started/completed (address 12309 Shooting Star Court, Groveland)?
- In other communities, there's an option to get electricity from 100% clean energy sources. Is that an option in Tuolumne County? If not now, when will there be?
- More transparency. Better notifications. We aren't getting updates when power is out but we used to. Reimburse solar when power has been out. Reimburse propane for generators for the 4th of July weekend. Be more concerned about your customers than your company or stockholders.
- Format. This type of format was not conducive to the residents of our community. Average age 64 years, many are handicapped with mobility or have hearing issues. They expected to have a formal presentation to obtain answers to their questions. Going around from person to person is time consuming and not efficient. In a formal presentation, you still could have had your experts here to address a question in their area of expertise or give an answer to a question asked that many others had. Your experts could answer the question one time rather than having to repeat themselves.
- When a safety device trips, why does it take 4-10 hours to check it and turn the power back on? Challenging to watch the many, many ads convincing California of what a great job you are doing and yet it appears you have no solution to solve our outage problems. Why not spend those millions on developing a solution and implementing? Very disappointed in this format, another PR farce.
- Interested in receiving video mentioned by Jose Jimenez regarding PG&E line (outages, 2 segments, etc.)

- When will Groveland community be notified if PG&E will be putting in underground wiring in our area?
- Reimburse cost of generators. Reimburse fuel cost for generators. Reimburse for lost food. Disappointed in this meeting and really? No chairs?

**[Return to Table of Contents]**



In-Person Answer Center: Sonora

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

- Why has my monthly bill increased from \$114.00 to \$176? 21219 Place Avenue.
- 17 unplanned outages in 4 months including today. Why? What is the problem? What is the solution? 22466 S. Airport Road #61, Sonora, CA 95370
- Better notifications and more up to date info about outages. Since January, Curtis 1702 circuit experienced 62 power outages. Each represented loss of food, work hours and student hours. Cumulative power outages should be compensated. PG&E rates continue to rise, power reliability continues to drop. What's the end game? We do appreciate PG&E's responses to mitigate wildfire danger.
- I have questions regarding medical baseline. 14610 Mono Way #67, Sonora 95370
- Very informative :)
- We are not receiving outage notifications even though we signed up for them. Can we receive details on our bills about the cause of outages or if not on bills, just mailed several times per year? Please create a rebate program based on cumulative hours out and not just consecutive 48 hours. Please share the EPSS causes and locations in a graphic. People could push local governments to help find solutions.
- Hardening for Squirrill Mountain Road area. Better compensation for tree work and a real refusal process.

**[Return to Table of Contents]**

In-Person Answer Center: Calaveras County

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

- Medical Device - extreme issues with distribution delays; would like assistance from DDAR but unresponsive; would like presentation in our development of Forest Meadows.
- I would like a presentation for the community of Forest Meadows/ Murphys/ Tony's Area (726 residents).

**[Return to Table of Contents]**