

Community Wildfire Safety Program PG&E Wildfire Safety Town Hall – Contra Costa County– Post-Event Report

On July 28, 2022, PG&E held a wildfire safety town hall, in accordance with California Public Utilities Commission (CPUC) Decision (D.) 20-05-019.

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

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

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

Wildfire Safety Webinar Summary

- **Date:** July 28, 2022
- **Time:** noon – 1:30 p.m.
- **Total Attendees:** 171
- **PG&E Presenters:**
 - Aaron Johnson, Regional Vice President of the Bay Area Region
 - Sarah Yoell, Local Government Affairs Representative
 - Matt McLane, Vegetation Management Supervisor
 - Jim Wickham, Senior Public Safety Specialist, Bay Area Region
 - Monica Tell, Senior Manager, Bay Area Region

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

Event Outreach

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

- Approximately 91,190 email invitations sent to all electric customers with an email address listed
- Social media postings on Nextdoor, Facebook, Instagram, and Twitter.
- News release and media advisory
- Outreach to city, county and tribal officials as well as community-based organizations

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

Question and Answer Session Summary

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

The Q&A portion focused on the following themes:

- PG&E Website
- EPSS Outages
- PSPS Notifications/Address Alerts
- Undergrounding and System Hardening
- CPUC High Fire-Risk Area Map
- Backup Generators
- Portable Battery/Generator Rebate Program

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

Recording and Presentation Availability

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

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

APPENDIX A:

EVENT INVITATIONS AND OUTREACH



PG&E Virtual Safety Town Hall
Contra Costa County
Thursday, July 28 | 12:00-1:30 p.m.

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

[Register today »](#)

[Learn more »](#)

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

We encourage you to join and learn more about:

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

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

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



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Following the wildfires in 2017 and 2018, some of the changes included in this email are contemplated as additional precautionary measures intended to further reduce future wildfire risk.

WEBINAR MEDIA ADVISORY



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

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

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

As part of these efforts, PG&E is hosting a Safety Town Hall for Contra Costa County residents on Thursday, July 28, 2022, from noon to 1:30 p.m. to share its wildfire prevention plans for 2022 and listen to customer feedback. PG&E experts will provide a brief presentation, after which participants will have the opportunity to ask questions.

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

Click this link to join: bit.ly/3m9KW3j

Attendee Dial-in: 888-324-8123

Conference ID: 1563451

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

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

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

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


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


About PG&E

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



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Safety Town Hall

for Contra Costa County residents

Thursday, July 28 @ Noon

 To join, visit pge.com/firesafetywebinars

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Pacific Gas and Electric Company ✓

July 22 at 1:42 PM · 🌐

PG&E is hosting an interactive webinar this Thursday, July 28, from noon to 1:30 p.m. for Contra Costa County residents. Join one of our Regional Vice Presidents and additional members from our team to learn more about how we're working to prevent wildfires and reduce the impact of wildfire safety-related outages in your community, ask questions and share your feedback. For more information, visit www.pge.com/firesafetywebinars.



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APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

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

- I can't open site!
- Which site are you trying to open? The webinar site is www.pge.com/firesafetywebinars(I can't open site!)
- What was the recent work done in the area near Boundary Oaks golf course in Walnut Creek. It looked like an undergrounding project.
- Thank you for the question, Richard. We will have our team get the specifics for this area and follow up with you. Can you give us your email address or best contact number?(Richard Buckingham (Unverified) asked "What was the recent work done in the area near Boundary Oaks golf course in Walnut Creek. It looked like an undergrounding project. ")
- What defines a high fire-threat areas/districts? I may have missed that. I see poles and lines running through vegetation in neighborhoods from Alamo to Sunol.
- You have towers that run across Tilden Park adjacent to a large eucalyptus grove. How do you interface with EBRPD and are the enhanced veg mgmt techniques applied to that area?
- EPSS - how long does it take for the line to 'cool' once it shuts off in one tenth of a second?
- 925-788-1946 dick.buckingham@gmail.com Thanks.
- Where are you in the development of automatic fire detection programs using the AlertWildfire cameras? Are you working with (or interested in working with) local groups (like the Wildcat Watch) that monitor the AlertWildfire cameras 24hrs/day during Red Flag warnings.
- I live in a section of Rossmoor -Walnut Creek which consists of 99 condos, locally called Project 26. When we have power outages in Rossmoor , our project has had longer outages than neighboring areas, as long as 30 hours in one case. PGE technicians have come on site and had difficulty finding the switch to turn power on. We need to know if we are our own circuit and an acknowledgement from PGE that they are aware of this problem with this circuit and the special need to investigate and resolve our problem.
- Ron Mucovich
- 925-980-7861
- can you give us a percentage complete for the undergrounding and hardening of infrastructure, and what is total # of miles / # of pieces of equipment that you are planning to work on?
- Thank you for the question. We don't have these details today. Can you provide your email address or phone number so we can follow up with you?(Marianna (Unverified) asked "can you give us a percentage complete for the undergrounding and hardening of infrastructure, and what is total # of miles / # of pieces of equipment that you are planning to work on?")

- I have an old pole that is scheduled for replacement. I'd like to have the line underground since I'm at the end of the line and I'm in Orinda which is high fire risk. Is this an option? Who can I contact to have someone take a look at the site?
- When will PG&E start undergrounding power lines? It sure seems that PG&E could prevent lots of problems by undergrounding power lines.
- Undergrounding is a very expensive and time consuming process. PG+E is guaranteed an 11% profit on these expenses and it affects rates. SCE has emphasized hardening of lines and switching devices. By insulating lines that are currently bare wire this eliminates shorts across phases when debris lands on the lines.
- Where do I find why a power outage occurred? Sometimes I notice the power went out in middle of night and when I go to PGE to find out why I only see the area to report and outage. Since the power was back on no reason for me to report.
- When we lose power, WiFi is gone so we can't get the PSPS alerts. Is there better coordination between PGE and cel phone coverage during PSPS?
- In 2019 Ex PG&E CEO Mr. Johnson stated that PSPS would exist for 10 years - Are the PSPS Action Plan PG&E tracking to this timeline?
- Thanks for this information and forum!
- The same issue with EBRPD and PGE cooperating is happening in Lafayette as well. We need yearly inspections of the exposed transmission gas lines as well as the electric lines BEFORE fire seasons start! Can you please let us know the name of the program that you have that makes sure that this vegetation management happens, in cooperation with EBRPD? Thanks!
- What's the tradeoff between large construction projects to underground and saving lives/properties. Why is PGE so concerned about immediate costs rather than long term costs?
- taraihito@yahoo.com. As example, if you have completed work on 20 miles of line, what is the total mileage PG&E plans to work on in the Bay Area and what is the plan for how quickly to get through it.
- I found the fire danger map online, but there are several versions and I did not find a version with the option to enter an address.
- <https://capuc.maps.arcgis.com/apps/webappviewer/index.html?id=5bdb921d747a46929d9f00dbdb6d0fa2>(Marianna (Unverified) asked "I found the fire danger map online, but there are several versions and I did not find a version with the option to enter an address.")
- Do you have a rebate program for installation of battery backup system or solar panel installation?
- does PG&E come to do tree work that is surrounding the line from the pole to the home?
- What if the vegetation is on a golf course - who should be contacted?
- When we see insulators on power poles that are not plumb, should those be reported to PGE?
- Why is PGE not planning to underground powerlines throughout residential areas?

- If PGE undergrounded power lines, then there is no worry about trees falling on lines. Why not everywhere?
- You talk about risks. But you forget to mention the costs and risks of PGE being responsible for deaths of rate payers. There is not calculus for that. Please address this.
- Over head hardening is a waste of money.
- When PGE sees trees/limbs on power lines, doesn't that tell PGE that the power line there should be undergrounded. What does PGE do to record that and make sure those problems don't happen again.
- Forgive me if I'm misunderstanding the advanced fault notifications... is this technology available for underground lines too, in particular ones that cross fault lines?
- Are you taping this and where does one go to get the link?
- Actually, let me clarify... re: the electrical fault notifications, does this notification occur on undergrounded lines too? I'm also thinking the usefulness of it when lines cross geologic fault zones.
- Do you have a schedule with maps showing the plan for undergrounding?
- Would you please reintroduce yourselves- names, position and division at PGE.
- That's perfect. Thank you.
- This presentation is excellent - the PGE website however leaves a lot to be desired - it is difficult to navigate
- Thank you for that feedback. If you have specific areas that we can address, please submit them to wildfiresafety@pge.com(This presentation is excellent - the PGE website however leaves a lot to be desired - it is difficult to navigate)
- Are you doing anything to educate insurance companies about your work so they stop cancelling our home insurance policies?