

Community Wildfire Safety Program PG&E Virtual Safety Town Hall – All Customer Post-Event Report

On June 2, 2021, PG&E held an online safety town hall, in accordance with the Settlement Agreement approved by the May 7, 2020, California Public Utilities Commission (CPUC) Decision (D.) 20-05-019 Order Instituting Investigation (OII) regarding 2017 and 2018 wildfires.

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

Safety Town Hall Summary

- **Date:** June 2, 2021
 - **Time:** 12:00 p.m. to 1:30 p.m.
 - **Total Attendees:** 1,093
 - **PG&E Presenters:**
 - Vanessa Bryan, Senior Manager, Public Safety Power Shutoff Customer Engagement and Strategy Team
 - Chris Patterson, Vice President of State Legislative Affairs
 - Sarah Rasheed, Local Public Affairs Representative
 - April Kennedy, Senior Manager of Operational Excellence
 - Pam Perdue, Senior Public Safety Specialist
 - Dave Meier, Senior Manager, Yosemite and Stockton Divisions
- Additional representatives present to assist with questions included:
- Rob Cone, Public Safety Specialist

The event featured a 30-minute presentation on PG&E's wildfire prevention plans, an overview of 2020 Public Safety Power Shutoff events and weather-related safety tips, followed by a 60-minute Q&A session with a brief overview of the pilot "PG&E Report It" safety app. 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 attendees to the event.

Outreach included:

- 3,155,412 email invitations sent to electric customers
- Social media postings on Facebook and Instagram
- Media advisory
- Outreach to city, county and tribal officials, as well as community-based organizations

A sample invitation and social media outreach can be found in Appendix A.

Question and Answer Session Summary

Throughout the town hall, participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the virtual webinar platform. A total of 171 questions and comments were received.

The Q&A portion focused on the following themes:

- Vegetation management
 - Wood management
 - How PG&E determines which trees to remove
 - Specifications for clearing vegetation around transmission lines
 - How customers can report a vegetation concern on their property
 - Whether or not PG&E will plant trees to replace those that are removed
- System hardening and sectionalizing and the effects on future PSPS events
- How PG&E works with telecom providers and Cal Fire during a PSPS event
- Suggestions for customers who rely on electric water pumps and the Generator Rebate Program
- Specific resources for meal replacements during and after a PSPS event
- Undergrounding plans and how a customer can request it for their private property
- What PG&E is doing to reduce the time between weather all clear and power restoration
- Types of outages
- PSPS criteria and when customers can expect the start of PSPS "season"
- Resources for the access and functional needs communities
- How a PSPS event affects solar powered customers
- Where to find the HFTD map and locate your address
- Customer Resource Centers
 - Locations
 - How customers can volunteer to work at one
- Pole replacements and removals
- Local wildfire prevention efforts progress and where customers can go for updates

The full list of questions and 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 are available on PG&E's website at www.pge.com/firesafetywebinars. Also available are presentations and recordings of additional webinars PG&E has hosted about wildfire safety, 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 INVITATION AND OUTREACH**

CUSTOMER EMAIL INVITE



PG&E Virtual Safety Town Hall
Wednesday, June 2 | 12-1:30 P.M.

Register today »

Learn more »

You are invited to join us for an interactive, all customer safety town hall as we discuss our plans for reducing wildfire risks. During this town hall, you will have a chance to ask questions and share feedback with the PG&E team.

Topics Include:

- PG&E's wildfire prevention activities
- Public Safety Power Shutoff events
- Resources to help you prepare for this wildfire season

We hope that you can join us. To access the 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 »

f **🐦** **in** **📷** **▶**



pge.com | [Privacy](#) | [Disclosure](#) | [View as a web page](#)

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.

For inquiries, please do not reply to this email. Submit feedback via [Contact Us](#).
"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation 77 Beale St. San Francisco, CA 94105.

© 2021 Pacific Gas and Electric Company. All rights reserved.
These offerings are funded by California utility customers and administered by PG&E under the auspices of the California Public Utilities Commission.

SEED

Para obtener asistencia de traducción en más de 250 idiomas, póngase en contacto con PG&E.

如需要超過250種語言翻譯支援，可聯絡PG&E。

Để giúp đỡ dịch bằng hơn 250 ngôn ngữ, xin vui lòng liên lạc với PG&E.

Para sa tulong sa pagsasalín sa higit sa 250 karadagan wika mangyaring makipag-ugnayan sa PG&E.

Для языковой поддержки на более 250 языках, пожалуйста, свяжитесь с PG&E.

250 개 이상의 추가 언어로 번역 된 지원을 받으려면 PG&E에 문의하십시오.

250以上の言語での翻訳サポートについては、PG&Eにお問い合わせください。

Txog kev pab txhais ua ntau tshaj 250 hom lus ntáv thov hu rau PG&E.

සුභාච්ඡේදනයක් සඳහා පහත දැක්වූ විද්‍යා මධ්‍යස්ථානයට PG&E ට

250 ਤੋਂ ਵਧੇਰੇ ਅਤਿਰਿਕਤ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਅਨੁਵਾਦ ਦੇ ਸਮਰਥਨ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਪੀ ਜੀ ਐੱਚ ਈ ਨਾਲ ਸੰਪਰਕ ਕਰੋ.

لخدمة الترجمة لأكثر من 250 لغة الرجاء الاتصال بـ PG&E

اگر نیاز به ترجمه به بیش از 250 زبان دارید، لطفاً با PG&E به زبان خود تماس بگیرید.

For translated support in over 250 additional languages, please contact PG&E at:

1-866-743-6589 »

EVENT MEDIA ADVISORY



Marketing and Communications | 77 Beale Street | San Francisco, CA 94105 | 415.973.5930 | www.pge.com

May, 2021

PG&E Hosting Virtual Safety Town Hall on Wednesday For All Customers to Discuss Ongoing Safety Work to Prevent Wildfires

Customers invited to join online webinar event to hear and ask questions on wildfire prevention plans and Public Safety Power Shutoff improvements

SAN FRANCISCO, Calif.— To help ensure customers are part of ongoing safety efforts, Pacific Gas and Electric Company (PG&E) will be hosting an interactive, virtual safety town hall to provide an overview of PG&E's wildfire prevention work and discuss improvements to the Public Safety Power Shutoff (PSPS) Program.

The virtual safety town hall will feature a brief presentation and an opportunity for participants to ask questions and provide feedback.

The event will take place on Wednesday, June 2, 2021, from noon to 1:30 p.m. and 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/3myiJm8

Attendee Dial-in: (866) 501-6088

Conference ID: 2735534

During the town hall, members of PG&E's safety and leadership team will discuss:

- PG&E's wildfire prevention plans
- Public Safety Power Shutoff (PSPS) events
- Resources to help customers prepare for wildfires

While the webinar event will focus on customers impacted by Public Safety Power Shutoff events, any PG&E customers are welcome to join. Closed captioning will be available in English, Spanish and Chinese and the dial-in number above is available for those who are not able to join online.

Additional information and resources to help customers prepare for and stay safe during an emergency can be found at PG&E's Safety Action Center at safetyactioncenter.pge.com.

To learn more about PG&E's Community Wildfire Safety Program, visit pge.com/wildfiresafety.

About PG&E

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



FACEBOOK POST



Pacific Gas and Electric Company ✓

June 1 at 7:51 AM · 🌐



We want to hear from you. PG&E is hosting a virtual, interactive town hall this Wednesday, June 2 from 12:00 – 1:30 p.m. for all customers. Join us as we share information about our work to prevent wildfires, answer your questions and gather feedback from you. For more information, visit www.pge.com/firesafetywebinars.



Virtual Safety Town Hall
for All Customers

JUNE 2 AT NOON

pge.com/firesafetywebinars ➔



INSTAGRAM POST

The image shows an Instagram post from the account 'pacificgasandelectric'. The main visual is a promotional graphic with a blue background. On the left is the PG&E logo. The text reads: 'Virtual Safety Town Hall for All Customers', 'JUNE 2 AT NOON', and a yellow button with the URL 'pge.com/firesafetywebinars' and a mouse cursor. Below the graphic is a photo of a utility worker in a hard hat and safety vest working on a power line tower. To the right of the image is the Instagram interface, showing the profile name, a text caption about a town hall on June 2, 12:00-1:30 p.m., 29 likes, and a comment input field.

PG&E Virtual Safety Town Hall
for All Customers

JUNE 2 AT NOON
pge.com/firesafetywebinars

pacificgasandelectric

pacificgasandelectric We want to hear from you. PG&E is hosting a virtual and interactive town hall this Wednesday, June 2 12:00 – 1:30 p.m. where we will share information about our work to prevent wildfires across our service territory, answer your questions and gather feedback. For more information, visit pge.com/firesafetywebinars

6d

29 likes
6 DAYS AGO

Add a comment... [Post](#)

APPENDIX B: EVENT QUESTIONS AND COMMENTS

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

- Why haven't any of the PG&E executives been prosecuted for the death and destruction their greed and negligence has wrought?
- When is PG&E going to request the CPUC audit to poor construction practices of CATV and fiber attachments on power poles?
- Thanks to the PG&E program, my question is why is the Governor increasing the fault for the fires in the mountains? The governor holds the funding for the improvement of our resources.
- Will a recording be sent out?
- When PG&E cuts down trees on my property, are they supposed to haul them away or leave them on the ground? Who can I contact to ask PG&E to come back and remove the downed trees?
- Can the links discussed be shared? I missed part of them.
- During the PSPS power outages, we are fortunate to have full power, since we
 - have invested in solar and power walls. However, the Comcast/Xfinity based internet is shut off.
- There have been a number of serious fires started by PG&E transformers. What have you done to correct that so it doesn't happen again?
- The reason I ask this question is I co-wrote the joint pole for PG&E in 1996 and supported until I retired in 2016. In my years of service CATV and fiber were responsible for breaking poles, arms, pulling down guys loose, etc... CATV and Fiber have led to a number of fires and the CPUC has neglected their responsibility to audit those two industries.
- What can be done to keep power on for Comcast/Xfinity so that they can provide us with internet/TV during the PSPS events?
- No need to have PG&E to take the fault.
- Can you detail on the preventive actions taken by PG&E to avoid the recurrence of fire dangers we experienced in last couple of years & more so about the adjustments that are being made to address the current dry environment?
- Why isn't PG&E a non profit?
- What does PG&E consider to be "wildfire season"?
- Last year PG&E tree crews left piles of slash and logs on my property and on a neighbor's property, both right next to our single lane road that is the only escape route. These piles are significant hazards during fire season. I've had two conversations with PG&E personnel regarding these hazards and they even sent out a crew to deal with one of them but the crew drove right by, turned around, and left without doing anything. How do we get PG&E to remove these hazards that they created?
- This map was not yet real time last fire season. Has that been improved?

- We live on a hilltop and city water pressure is insufficient so we have two electric pumps to bring the water up to our home. In a PG&E shutoff we get no water. What do you recommend we do?
- Can you speak a little slower please?
- Do you have a visual identifying the vegetation management areas that you could share? I'm specifically interested in San Mateo County.
- What specifically is PG&E doing to "harden" lines for those of us affected by Jarbo gap winds?
- Please slow down your speaking...hard to follow.
- Can you please put the cpuc.gov website from the previous slide in the chat?
- What does "meal replacement" mean? Can you be specific?
- How can we obtain neighborhood-level detail about the system hardening, sectionalizing, and other mitigation efforts?
- With the occasional power shut down to prevent wild fires, do you have a program to help home owners select and reimburse power generators or battery packs for their homes?
- Are there any plans to move lines underground, especially in the most vulnerable areas, to reduce the need to shut off power during an event?
- What is PG&E doing for people who can't afford a generator during PSPS events? What should they do if they have medical devices that need power?
- <http://alertwildfire.org/> is not working for me.
- Some conversation surrounding microgrids as a way to reduce PSPS events has floated around. Does PG&E have any guidance documents to help educate the public and government agencies to navigate the pros and cons (like ongoing maintenance costs and responsibilities)?
- Are you using REFCL anywhere other than Calistoga area?
- Are the sectionalizing devices able to make smaller grids so urban areas with high concentrations of rooftop solar will be able to use electricity during day?
- What is your typical easement for typical powerlines?
- What happens to the healthy trees you cut down?
- Wild fire cameras are great but once a fire starts it is too late. What kind of more immediate detection can be done. Such as detecting power change and reacting immediately. What is being done to detect potential problems rather than react to them after the damage has been done?
- Do new transformers mean power won't be shut down in those areas during wind events?
- We're almost halfway thru 2021, but many of these slides show PG&E is not close to meeting 50% of the stated 2021 goals. Can you address this?
- By when will PG&E hardening be completed in the Montclair district of Oakland? The 1991 fire in Montclair is the 3rd worst in California's 100 year history with 25 deaths.
- Why are power lines located in high fire-threat areas without removing vegetation?
- Thanks.

- My concern is cutting down too many trees. If we take too many it will screw up our eco-system when we do have rain. Another issue, when your crews are out on Bennett Vally Road trimming, they drop it and leave it on the side of the road or in the creeks. That does not help our fire season. Please make sure they chip or take what they trim!
- In our community, PGE is trimming trees in a way that is putting them at risk—cutting holes into the trees and leaving fragile branches at risk of breaking off. It is also destroying how our community looks with holes in trees lining our streets. What can communities do about this?
- If I do not live in the woods, would my electricity ever be shut off when there is a fire danger?
- What are the specifications for vegetation management for transmission lines.. i.e. clear distances, etc.?
- What are you doing to reduce the time between the end of the weather event and power restoration?
- I have a swimming pool and the main powerline goes right over it. Can I get the powerline diverted, or possibly put underground? If yes, what are the steps I can take?
- Will we see a map of the sectionalizing areas? I am specifically interested in the floating homes community in Marin County community north of Sausalito. At the last meeting I was directed to Sausalito and their facilities manager said it was actually you or Marin County that could help me. It is not in his area. I tried both and still could not get to the right person. Our floating home community is not in a high fire danger area and the PSPS events hit us hard as our sewage ejectors don't work so we can't flush our toilets or let any water go down drains. It gets very difficult as things back up. I'd love to know if we are on a separate segment or could be treated differently in PSPS. Thank you!
- Is the possibility of an earthquake taken into consideration that might lead to a PSPS?
- During a high wind event electric overhead is built and designed to handle such conditions however when CATV and fiber change the sag of the overhead that is when PG&E facilities can cross phase leading to fires.
- Is it possible to have an arborist take a look at the two redwood trees in my yard? I have had two different arborists tell me I need to cut out dead branches and bring in the longer branches since the trees were topped many years ago and the branches act like sails now due to lack of counter balance (compromised by the topping).
- A year or two ago, the power outages were planned based on the grid being overloaded. Is that still a possibility? Or are there contingencies in place to overcome that? I have a newborn at home and obviously have concerns about this during the summer months.
- Can you talk about the PSPS decision making process in regards to residential vs. commercial customers and if that differs in any way?
- Have PG&E efforts to improve infrastructure and harden against factors leading to PSPS events resulted in an expected lower occurrence of PSPS events this year compared to previous years? Is there any projected comparison of PSPS events this year compared to previous years?
- Will PG&E cut down hazardous trees at no charge?

- How does PG&E plan to compensate customers for power outages? Is there a standardized rate?
- If "trees tall enough to strike power lines" are a factor, why not cut the trees to a safe height?
- So if the power is turned off, any delay in restoring power would be due to inspections needing to be done and/or any repairs that need to be done?
- In Sonoma: Why aren't trees that are obviously entangled with PGE lines along well traveled roads not being trimmed back? These are not isolated areas....
- Would undergrounding of key transmission lines reduce the need for, and scope of, PSPS events, and if so what are your plans for undergrounding these lines?
- What data do you have on the true effectiveness of using the PSPS process?
- The feed keeps getting blurry and then cycling back to clear. I don't have this problem on other websites or with other video calls. It gets a bit nauseating trying to read the slides as they go blurry and then clear and then blurry again.
- How do I go about getting PGE to underground my service and the service on my street?
- What about faulty equipment? Are you addressing this as well as cutting down thousands of trees?
- What is PG&E doing to move electrical underground, since climate related issues are an ongoing problem.
- Who do I present our fire products to?
- What options do neighborhoods have to compel the removal of oversight trees that cause PSPS? I am in a high danger area.
- How does an owner and/or renter make the request to PG&E to cut down or trim tall and dangerous trees?
- Is there a grant in Sonoma County from PG&E or the county for home/land owner that has exhausted their resources to access to remove high fire danger dead wood and trees? (My landlady has had a stroke and is on fixed income, and cannot afford to remove a jungle of dry old growth, a huge fire hazard).
- Is there a separate Twitter feed just for these alerts? Or do we need to deal with non-urgent things coming through on that Twitter feed? Can you set up a Twitter feed that is only for urgent alerts?
- I sent an email quite a while ago to see the encore of your fire safety session as I signed up for it and missed it. I never heard back. What is the link to see it, please?
- During the Public Safety Power Shutoffs, power was cut to our local cell tower that serves AT&T customers in my neighborhood. We had no way to contact the outside world. In the event of a medical emergency or fire, this could have been disastrous! I would like to know if PG&E has worked with AT&T and other cellphone providers to make sure that power will continue to cell towers. Many people have no landlines anymore, so cell communication is critical.
- Can multiple text number be put in the PG&E to be contacted for the shut down?
- There was no PSPS during storm that caused CZU fires. How can PGE be more quickly responsive to an unforeseen event?

- Can we receive alerts for multiple locations? For example, for an elderly relative, or an area we're traveling to?
- This is related to a Monticello Road Lafayette CA PGE telephone pole and transformer proximate to my property. On 2/26/21 it was identified as requiring replacement in the near future. I have called asking for a timeframe for replacement. I have a case number but no response from the appropriate personnel. This is a safety hazard as I was told. Could this inquiry be taken off line and someone reach out to me?
- Is PG&E working on helping customers connect their electric vehicles to their homes to use the vehicle battery to power the homes? If not, please do this since as more people use electric vehicles, using the vehicle batteries to power homes will decrease the number of customers who are adversely affected by a PSPS.
- Are we able to receive notifications at any hour?
- Wildfire Safety was on April 15-link would be great so I can see it. Thanks.
- Are the alerts available only to the person who's name is on the PGE bill or can other adults at the same address receive notifications also?
- Last time the power went out here, the landlines went down too and, since we don't get cell service here, that meant that we wouldn't have received a PSPS or wildfire evacuation notice which is very scary. Is there something PG&E can do in conjunction with phone utility to make sure landlines stay up?
- Is PG&E a non-profit?
- I heard that we should be expecting PSPS events earlier in the year, what is the PSPS events projected start date?
- A couple of questions:
 - How does a County agency stay active to map (GIS) information for providing general information to our County GIS users? Is there a mapping portal available to access GIS data and resources?
- For tweet updates, what agencies or groups should we follow?
- How do you receive a generator rebate?
- Who can I call to get information on the sectional map for PSPS?
- How do we get information on community resources for our county? We're a hospice, and have over 250 patients in the community. We help them understand how to prepare for a PSPS.
- You speak as though this is all okay and the "new normal." In essence, the lack of investment by PG&E in upgrading its infrastructure (with preference to distributing dividends) has changed your customer's experience into more of a third world country experience.
- Are the CRCs all staffed by PG&E employees or do you need volunteers?
- Can the slides provided in this meeting be shared on the PG&E website? Such great resources.
- Do you consider developing dedicated PG&E mobile app that could not only allow customers to see their data on the mobile app but could also help notify customers about any outages / issues and in the same time be a two-way tool for PG&E customers

to notify PG&E about problems i.e. possible danger of an old tree falling on the utility line etc.

- Will you be opening additional CRCs this year? I live in the Oakland Hills and there haven't been any CRCs anywhere near here.
- Unable to understand the goal of this webinar - to broadcast what you need from your customers versus publicizing the actions you are taking to help your customers?
- My second question above has now been answered.
- Is PG&E planning to replace millions of cut-down trees to reduce Global Warming?
- Where can I find what tier I live in?
- My septic systems requires power to operate. Without power I can no longer use my toilet. I'm in Lake County.
- Can you please repeat the URL for interest — pge.com....?
- How are you ensuring those financial resources go to those most in need?
- Are you/how are you using drones for vegetation management?
- When will "zone" info be available in Alameda County?
- Why don't you partner with ISPs to provide battery backup for their smaller internet backbone distribution points? After seven to ten hours their battery backup systems go down, then not only are we in the dark, but also isolated when the internet goes down.
- How do you decide which cameras are in patrol mode and also where they aim? Do weather or fire conditions play a role in this determination? They seem to vary daily. Are the cameras monitored by people vs computer? Lastly, thank you so much for making these available to the public. They provide an incredible sense of security and advanced warning.
- Where can I find a copy of what Sonora has planned for evacuations, routes, safety places, etc. ?
- Is there a PDF available for slide 30 only?
- I am an insurance agent for community associations. What recommendations can I make to those communities (condos and single family communities) to assist them in reducing their wildfire risk?
- A couple of questions- I got cut off- 1- Is tree removal the only option available for EVM or does the company consider individual site issues? If so, what criteria and how does this get to the PG&E rep with decision making authority? 2- If the tree cutting results in mudslides or other problem, will PG&E take care of it or is this a landowner issue? 3- Last, is there a number to call if we have an issue. I've sent 3 or 4 letters to the website email, the customer service folks responded and said a supervisor would call, but they never did. What should I do?
- We have received notices in the east Oakland hills for wildfire home inspections starting last month. When will know if we have passed or failed our inspection?
- There is a transmission line that runs through my property how can I meet with a PG&E representative to look at my property specifically? In the past I've experienced surprises and different information from PG&E contractors doing work on the line.
- Thank you for acknowledging that you need to earn back our trust.
- Lost connection -what is the link for the April 15 Wildfire Safety?

- PG&E's current President was recently on TV News at one of the Nor Cal burn areas and said some consumers in those areas may need microgrid options to provide future reliable and safe service to stop shut off measurers.
- I'm a former PG&E Power Plant operators and in retirement I've developed a unique Micro Grid Safe System.
- See my website for what you may want to discuss as to how a PG&E version can be a better solution than you currently contemplating. Do your homework before you make an unnecessary expensive decision. Contact information is on my webpages.
- Thank you for this presentation. Information was excellent and I will be using the website to learn more, update my contact info, and review past presentations.
- What is the best/most effective way to report a leaning power pole to get a response and action?
- What are the state parks doing about vegetation management?
- Does PG&E work alongside Cal Fire in determining the Peak Fire Season?
- I'm unable to see the questions other viewers have asked. Is there a way to do so. My "featured questions" tab remains empty. Thank you.
- Why is the generator rebate limited to portable ones and not whole house ones since when you have a well as I do they both do the same thing, keep your water on.
- During power shutoff, we can no longer get PG&E alerts due to lack of wi fi and cell connections. Please help.
- What mitigation efforts are being implemented when a PSPS event is considered a valid event at the beginning and after the event?
- What level of electrical panel is required for a back-up battery? I have older home and 100 AMPS panel.
- Is the Covid Waiver for Security Deposits available for new tenants of a low income property?
- Are you guys finding and prosecuting the arsons that are obviously starting most of these fires? From the patterns of fires that start, and within hours and days - it is obvious most are caused by arsons. Are the cameras set up to try to spot those types too? (By the way, I think PG&E are the victims too because of the arsons).
- Are we in peak fire season now?
- How do we find out if the "enhanced shutoff" criteria have directly affected our own area so that we can take some actions in removing those tall overreaching trees above power lines?
- Wouldn't placing power lines underground be better for preventing wild fires?
- Why doesn't your fire safety threat map open in chrome?
- I live in a mobile home park with many trees and if you inspected it, it could be costly to the park to mitigate and create a huge issue internally. I must stay anonymous. What can we do to keep us all safe?
- You guys are doing a great job with a challenging problem. One issues I've observed is that during fire season, the PSPS protocol seems to be frequently implemented during or even following high wind events. Considering your difficult position of meeting an expectation to always provide power, it does seem that logically you'd want to de-

energize prior to high wind events or at least at the early onset. If a fire erupts early on in a high wind event, the fire will be difficult or impossible to manage during the high wind event (Santa Rosa/Sonoma). It may be a less popular strategy, but may be the most prudent. Keep up the good work!

- Rule 35 of GO 95 requires CATV, phone and fiber to reduce stain on their facilities.
- What about the tree trunks you leave behind on vacant property or the owners are out of state? As they dry out, ends up being fuel for fires.
- Is there a line explanation diagram that can assist with identifying the different types of lines on poles?
- What is the phone number to call about tree crew operations?
- We need more trees to reduce Global Warming to reduce wild fires ... are you planning to replace all million of trees you have cut down?
- Are the HD cameras ever used to expedite the inspection process after a PSPS?
- I have a landline at home so that I can receive information when there is a power outage. Are you working with AT&T (and others) to lower the monthly cost of having a landline? If not, please do that because I'm a senior and the landline is costing me over \$40 per month.
- Is the decision to hold a PSPS based on a qualitative/quantitative formula or a human judgement?
- In regards to your answer about the power lines and the lowest line cables on the pole, you said that there's currently no requirement for clearing the trees if the lines are hitting.. has it been thought that it is possible that the tree could fall causing all lines to break or such - it spells FIRE RISK to me!
- Tree root into the power box. Who pays for the tree removal?
- Does PG&E ever tell their contractors or property owners about reduced clearance requirements around covered conductors? Or for mature woody stems vs supple limbs? 48" clearance is not always required but your diagrams never illustrate that.
- When power is cut, will that shut down our solar panels inverter?
- With the significant investment that PG&E has made in technology and manpower, can you quantify the improvements you are anticipating as a result of these investments each year?
- Rather than switching power poles are you considering first, although costly, placing all lines underground?
- Is the More Info and Tools to Prepare available as a flyer?
- How do we determine which tier area we are in?
- As PG&E "hardens" the system, does this mean that areas that are Tier 3 HFTD will get down-graded to Tier 2 or not be on a HFTD?
- Here in Fresno there are two electric poles that are not supported with a metal device, very old and it could break, how can PG&E come and investigate and see if there is a need to re-inforce?
- I've had my power cut off where the next town over just 5 mins away it had power. I was told that power lines may run through our town to an area that did need power cut

off due to dry conditions (our conditions were not dry). How do I find out what power lines run to nearby locations to verify what I've been told?

- Is there a PG&E grant that people could get to help purchase a Generac system for back up power?
- Underground instead of live wires. Not just on personal property. PG&E needs to upgrade all systems ASAP.
- With electric vehicles being more prevalent in the future, will this cause an added strain on the electrical system across the state, especially during fire season? Will this cause more problems during fire season?
- What has been done to place lines underground in the Calistoga/Skyhawk area of Santa Rosa? According to sources this was supposed to be done this year to avoid power shut offs in the Calistoga/Skyhawk area of Santa Rosa.
- What is the encore link for wildfire April 15 session-not future ones, please.
- I live on a private lane. PG&E's subcontractors have been trimming trees without regard for the appearance and health of the tree.
- So far, all your stated current safety measures are band-aids. Why not lobby the current Biden administration to get Long View Infrastructure solutions. To get in front of the curve, you'll need to do your homework and analyze promising existing new Tech you would otherwise have difficulty justifying the expense coming from your investors. I realize you are in a defensive mode due to past bad Corporate Culture, but here is a one time chance to get Federal help to go long and find the "Silver Bullet".
- Lots of acronyms used. For the common public, it might be good to define them throughout.
- It's human nature to want the power to be restored as soon as possible; just like people throughout 2020 didn't want to comply with pandemic protocol so it dragged out and many more people ultimately suffered. I support your proper inspection process without succumbing to pressure to energize too soon that could create an unsafe condition. That being said, I would like to see more resources applied to the inspection process in an effort to minimize the downtime. Are you using drones to cover more ground more quickly on visual inspections where it would make sense? Is that possible or would drone use possibly introduce an unforeseen failure that the "human eye" would have caught? Could a drone pilot share the video with a line inspection expert in real time on a large screen such that the expert guides the pilot to what they want to see?
- I would love an answer to the question re: when there will be additional funding for the equity resiliency program--I have been on the waitlist since December 2020.
- Also, even though PG&E does have a right of way to service lines on private property, as the owner, I am permitted to be present any time there is work being done. Therefore, how can I be absolutely sure that no trees on my lot are not trimmed which I am not present?
- Are the floating homes north of Sausalito, in a separate section now since they are low fire danger and have additional issues with PSPS including major sewage issues?
- Who do I contact to be sure this request gets to subcontractors?

- How do you handle situations that may arise with landowners about the amounts and types of tree/plant-clearing, most especially, how do you negotiate clearing plants in areas with high environmental impacts, such as near creeks/streams/water supply?
- If I want, can I volunteer at CRCs to give back to the communities being impacted by these events?
- Who can I contact to get specific information on the sections maps?
- Why is the focus always on questions that want to save trees vs those who ask about minimizing trees for prevention?
- This seems about right for a PG&E presentation. SMFH
- Most of the trees removed in Magalia August-October 2018's misguided "enhanced vegetation management" program were completely healthy and outside both CPUC and CDF required clearances. We are not buying your spin.
- Y'all are such rock stars! Thank you for all you do :)
- Good information thank you.
- Thank you, PG&E for the great info session! I found it very informative.