

Community Wildfire Safety Program

PG&E Regional Town Hall – North Coast – Post-Event Report

On September 4, PG&E held a Regional Town Hall for customers in the North Coast Region, in accordance with the Settlement Agreement approved by the May 7, 2020, California Public Utilities Commission (CPUC) Decision (D.) 20-05-019 Order Instituting Investigation (OII) regarding the 2017 and 2018 wildfires.

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

The following report has been prepared to provide an overview of the 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

Regional Town Hall Summary

- **Date:** September 4, 2025
- **Time:** 5:30-6:30 p.m.
- **Total Attendees:** 152
- **PG&E Presenters:**
 - Dave Canny, Regional Vice President, North Coast Region
 - Shelby Staton, Regional Safety Director, North Coast Region
 - Tony Walls, Regional Senior Manager, North Coast Region

The event featured a 60-minute presentation on the implementation of PG&E's Community Wildfire Safety Program in the North Coast Region with multiple Q&A sessions. The presentation focused on regional updates and successes, PG&E's layers of protection, Enhanced Powerline Safety Settings (EPSS), Public Safety Power Shutoffs (PSPS), safety tips and customer resources. 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:

- Email invitations sent to all electric customers in the North Coast Region
- Social media posts on Facebook and Instagram
- News release and media advisory
- Outreach to city, county and tribal officials as well as through a variety of additional channels

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 event platform. A total of nine questions and comments were received.

The Q&A portion focused on the following themes:

- Vegetation Management
- Rates/affordability
- Undergrounding
- EPSS

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

Recording and Presentation Availability


A recording of the event can be found at <https://youtu.be/s47bxm5F6v8>.

Additional presentations and recordings of past PG&E virtual town halls are available at pge.com/webinars, including:

- Wildfire Safety Webinars with a county-by-county focus on safety work
- Webinars for school districts and administrators
- In-language Wildfire Safety Webinars

APPENDIX A: EVENT INVITATIONS AND OUTREACH

Join us for a virtual town hall to learn more about what we are doing to reduce wildfire risk and better serve you and your community.



PG&E Virtual Town Hall North Coast

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

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

[Join webinar »](#)

[Call 888-810-3952 »](#)

Conference ID: 1345040

We'll share how we are working to better serve you and your community by reducing wildfire risk. Attendees will have the opportunity to ask questions and connect with PG&E leaders, including Regional Vice President, Dave Canny.

We encourage you to join and learn more about:

- Regional updates
- Wildfire safety work happening in your area
- Tips and resources to keep you safe

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com

[View this webinar and past recordings »](#)

Add this virtual event to your calendar

[Outlook/Cal](#) [Google](#) [Outlook.com](#) [Yahoo](#)

English closed captions and American Sign Language will be available. Please reach out to webinars@pge.com if you need an ADA reasonable accommodation to attend this meeting. Los subtítulos en español estarán disponibles. 將提供中文字幕。 For translation support in 240+ languages, call PG&E 1-866-743-6589. To request communications in large print or braille, call 1-800-743-5000.

MEDIA ADVISORY

PG&E Invites North Coast Customers to a Town Hall on Regional Updates, Wildfire Prevention Work and Customer Resources for 2025

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

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) is hosting an interactive virtual town hall for customers in the North Coast Region on Thursday, September 4, from 5:30 – 6:30 p.m. to share more about what we are doing to reduce wildfire risk and make our system safer.

During the meeting, we'll provide the latest updates on local wildfire safety work and safety resources available to customers. This is also an opportunity for participants to ask questions, share feedback and connect with their local PG&E leaders, including North Coast Regional Vice President Dave Canny.

The event can be accessed via the below link, by phone or through PG&E's website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Solano, Sonoma and Trinity	Thursday, September 4, 2025	5:30 – 6:30 p.m.	Link: https://bit.ly/4nzVg36 Or Dial-In: +1 888-810-3952 Conference ID: 1345040#

American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online. For the full virtual events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

Customers can find opportunities to engage with PG&E representatives in the area by visiting: pge.com/openlines »

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

About PG&E


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

SOCIAL MEDIA
FACEBOOK STORY POST

27
Aug
2025


REGIONAL TOWN HALL
North Coast


Thursday, September 4 at 5:30 p.m.



Connect with local PG&E leaders.

Learn more about PG&E's wildfire prevention work in Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Solano, Sonoma and Trinity Counties.




 TOWN HALL INFO

INSTAGRAM STORY POST

27
Aug
2025


REGIONAL TOWN HALL
North Coast


Thursday, September 4 at 5:30 p.m.



Connect with local PG&E leaders.

Learn more about PG&E's wildfire prevention work in Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Solano, Sonoma and Trinity Counties.



 TOWN HALL INFO

BROADCAST GRAPHIC



REGIONAL TOWN HALL
North Coast

Thursday, September 4 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work in Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Solano, Sonoma and Trinity Counties.

To join, visit:

pge.com/webinars »



APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

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

- How can we determine whether our home is in a zone that requires removal of plants within 5 ft of our buildings? We are in the Quarry Heights development in southwest Petaluma.
- Where do you feel the biggest risk is for your equipment?
- I was inquiring to know about PG&E pricing? Over the last several years our bills have gone up quite a bit and vary month to month. I work from home and our energy habits don't equate to the monthly bills we've seen over the years.
- Is the EPSS work part of the budgeted yearly maintenance or is it a special project outside the budget?
- I live along Hwy 1 in Gualala and have a PG&E pole on my property trees are inspected on Cal Trans property.
- Why have trees been marked for removal along Cal Trans right of way for several years but not removed?
- Will Ukiah area become an underground line transmission?
- Not sure if others are having issues but unfortunately my sound cut out.
- There are rebates for generation for use during PSPS but only in Tier 2 and 3. Many Tier 1 areas on the coast are not provided this benefit although the power to them is from Tier 2 and 3 that may have a PSPS. Many of these Tier 1 customers are on well water which is needed during a wildfire. Is there an exception for these customers to get these rebates?