

Community Wildfire Safety Program

PG&E Regional Town Hall – Bay Area – Post-Event Report

On September 10, PG&E held a Regional Town Hall for customers in the Bay Area 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 10, 2025
- **Time:** 5:30-6:30 p.m.
- **Total Attendees:** 233
- **PG&E Presenters:**
 - Jake Zigelman, Regional Vice President, Bay Area Region
 - John Gilginas, Regional Safety Director, Bay Area Region
 - Mike Bockrath, Regional Senior Manager, Bay Area Region
 - Sarah Yoell, Local Government Affairs, Bay Area Region
 - Logan Jonas, Director of Distribution, Construction Resource Management

The event featured a 60-minute presentation on the implementation of PG&E's Community Wildfire Safety Program in the Bay Area 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 Bay Area 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 31 questions and comments were received.

The Q&A portion focused on the following themes:

- Outages/reliability
- Rates/affordability
- Customer resources

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/HxBDp0unLKI>.

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 Bay Area

Alameda, Contra Costa, San Francisco and San Mateo Counties

Wednesday, September 10 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-810-3952 »](#)

Conference ID: 6392181

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, Jake Zigelman.


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 Bay Area Customers to a Town Hall on Regional Updates, Wildfire Prevention Work and Customer Resources for 2025

At September 10 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 Bay Area Region on Wednesday, September 10, 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 Bay Area Regional Vice President Jake Zigelman.

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
Alameda, Contra Costa, San Francisco and San Mateo	Wednesday, September 10, 2025	5:30 – 6:30 p.m.	Link: https://bit.ly/4kBFZwc Or Dial-In: +1 888-810-3952 Conference ID: 6392181#

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


REGIONAL TOWN HALL
Bay Area

Wednesday, September 10 at 5:30 p.m.



Connect with local PG&E leaders.


Learn more about PG&E's wildfire prevention work in Alameda, Contra Costa, San Francisco and San Mateo Counties.



INSTAGRAM STORY POST


REGIONAL TOWN HALL
Bay Area

Wednesday, September 10 at 5:30 p.m.



Connect with local PG&E leaders.

Learn more about PG&E's wildfire prevention work in Alameda, Contra Costa, San Francisco and San Mateo Counties.



BROADCAST GRAPHIC



REGIONAL TOWN HALL
Bay Area

Wednesday, September 10 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work in Alameda, Contra Costa, San Francisco and San Mateo 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.

- What are you doing to reduce the number of power outages?
- EPSS takes out too many subscribers.
- With reported record profits, why did I need to install a generator to maintain consistent power?
- We have third-world power reliability in Tri-Valley. I understand the historical reasons, but how will PGE address this?
- Whom do I call/email to get information about abnormally high electricity bills just during July the last two summers? Fremont, CA location, thank you!
- I'm looking to convert my garage into an attached ADU and wanted to know what the requirements are for this ADU unit and for the original main house as well as estimated costs. Do you have an office where I can come to speak with someone about this specific address?
- I live in Ruby Hill in Pleasanton. The community is only about 25 years old, power lines are underground, and yet we are experiencing frequent outages. These are not PSPS outages. Is anything being done to address this issue?
- If I install Powerwall 3 will I be able to keep NEM 2.0? Or would you recommend a backup generator.
- Thank you for that information, AND I am concerned about why the July bill ONLY was twice the usual amount, two years in a row when I do not have central air and there was no heat wave, etc.? I want to know if there was a rate spike during that time - especially over the 4th of July holiday for instance? Or what could explain this phenomenon?
- Just so you guys know, the number of outages has increased, not decreased, in my area. I fear that you are not seeing the actual outage data. My son in Monument CO who is at 7000' above sea level has 1% of the outages I have in Pleasanton, CA.
- I have never been updated about a planned outage.
- Is it normal for a power pole with lines to HUM when it is moist outside?
- Tri-Valley issues in Pleasanton - long-term projects in Pleasanton - would like to meet for status and how we rank in project priority on behalf of the City Manager and Mayor Balch. Thank you!
- I just bought a small house in Hayward that I've been getting ready to remodel but while the house was sitting empty, my PG&E bill still came to \$39.XX. Does this seem right when there was no usage?
- When the power goes down, it would be helpful if we knew what the problem is, the area involved, and what is being done to correct the issue (for instance, the cities involved and the problem).
- 10+ years Tokyo (earthquakes, typhoons) ZERO outages - not even loss of a VCR clock. Why can't PG&E?
- Thank you for acknowledging the local issue in Pleasanton.
- The idea of moving the EPPS disconnects to the user is a great idea.

- Permanent Battery Rebate - how quickly will PG&E approve PTO when application in? Reports of up to 120 Days!! Must be done by Dec 31, 2025, to be eligible.
- You have known about the high number of outages in the Pleasanton area over the last two years. You claim to know the causes. With record profits, why can't you fix it?
- At the end of the day, we are paying the most expensive power costs in the country and we just want it to work.
- What is a reasonable time to expect for a fairly standard service upgrade at a residential property in San Francisco? I'm going on three years. Delays have been due to multiple PGE personnel changes in Project Management, inconsistent interpretations specifications by PGE personnel and overall perception of a lack of interest or impetus at an organizational level. How can I get help?
- More communications other than "an equipment issue" would be helpful.
- Thank you! I will do so. FYI - I live in a ground floor apartment and normal bills are in the \$50-\$75 range and then went to \$150 for the month of July only.
- Thank you!
- I have a backup meter, which is what I have been using. It took 2 years to get it installed. My neighbors have applied, and none of them have even been contacted. What can you do to help get them provisioned?
- Are there resources and education on solar panel installations?
- Rates might be lower now, but they are still double what they were 4 to 5 years ago. Maybe stop wasting our fees with ridiculous ads, weird videos, and notes signed by the CEO with "in love".
- What is the solar hotline number?
- What is the cut off for in progress installs?
- Thanks!