

Community Wildfire Safety Program

PG&E Wildfire Safety Webinar – Enhanced Powerline Safety Settings Webinar: Alameda County

On August 17, 2023, PG&E held a wildfire safety webinar for Alameda County customers, 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 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 all customers, gather input and respond to questions.

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

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

The event featured a 60-minute presentation on PG&E's Community Wildfire Safety Program followed by a Q&A session. The presentation focused on 2023 updates, Enhanced Powerline Safety Settings (EPSS) and customer resources. Participants could either join via the virtual conference platform or by calling in to 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 with an email address listed
- Social media postings on Facebook, 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

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, customer resources, PSPS, EPSS, and safety.

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://www.youtube.com/watch?v=VI6RRnV_azQ.

Additional presentations and recordings of past PG&E wildfire safety webinars are also available at pge.com/webinars, including:

- Regional 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!

**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 68% 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.

INSTAGRAM POST



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



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)

Appendix B: QUESTIONS RAISED DURING THE EVENT

The below questions and comments 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.
- 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.
- 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.