

## **Community Wildfire Safety Program PG&E Wildfire Safety Webinar – All Customers – Post-Event Report**

On April 16, 2024, PG&E held a Wildfire Safety Webinar for all 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 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 for all customers, gather input and respond to questions.

The following report has been prepared to provide an overview of the webinar 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:** April 16, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 456
- **PG&E Presenters:**
  - Joshua Simes, Regional Vice President, Central Valley Region
  - Tom Smith, Senior Manager, Customer Engagement and Strategy
  - Tracy Mello, Regional Senior Manager
  - Nathan Alonzo, Local Government Affairs

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 2024 updates, PG&E's layers of protection, Enhanced Powerline Safety Settings (EPSS), Public Safety Power Shutoffs (PSPS) 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 with an email address listed
- Social media postings on Facebook, Instagram, Twitter and Nextdoor
- 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 webinar platform. A total of 28 questions and comments were received.

The Q&A portion focused on the following themes:

- Vegetation management
- PG&E communication
- Backup power solutions

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 will be available at [https://www.youtube.com/watch?v=DudOI\\_QeBNc](https://www.youtube.com/watch?v=DudOI_QeBNc).

Additional presentations and recordings of past PG&E Wildfire Safety Webinars are available at [pge.com/webinars](http://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

**All Customers**

**Wildfire Safety Webinar**

Tuesday, April 16 | 5:30 - 6:30 p.m.

[Join online »](#)

You can also join via phone by calling [800-369-1776](tel:800-369-1776)  
Conference ID: 8077600

**Join us to:**

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joshua Simes

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safeactioncenter.pge.com](https://safeactioncenter.pge.com) »



[Can't make it? View all webinar and event recordings »](#)

## MEDIA ADVISORY

### **PG&E Invites All Customers to a Webinar on Wildfire Prevention Work and Safety Resources for 2024**

*At April 16, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites customers to a virtual webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Tuesday, April 16 from 5:30 to 6:30p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with PG&E leadership

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](https://pge.com/webinars).

Counties	Date	Time	Link and Dial-In
All Customers	Tuesday, April 16, 2024	5:30 – 6:30p.m.	Link: <a href="https://bit.ly/3T7Gy4X">https://bit.ly/3T7Gy4X</a> Or Dial-In: 800-369-1776 Conference ID: 8077600

American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

**INSTAGRAM POST**



**WILDFIRE SAFETY WEBINAR**  
All Customers

Tuesday, April 16 @ 5:30 p.m.

Learn more about PG&E's  
wildfire prevention work.

To join, visit: [pge.com/webinars](https://pge.com/webinars) »

**FACEBOOK POST**



**WILDFIRE SAFETY WEBINAR**  
All Customers



Tuesday, April 16 @ 5:30 p.m.

Learn more about PG&E's  
wildfire prevention work.

To join, visit:  
[pge.com/webinars](https://pge.com/webinars) »

**X (TWITTER) POST**



 **WILDFIRE SAFETY WEBINAR**  
All Customers

Tuesday, April 16 @ 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:  
[pge.com/webinars](https://pge.com/webinars) »

**NEXTDOOR POST**



 **WILDFIRE SAFETY WEBINAR**  
All Customers

Tuesday, April 16 @ 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:  
[pge.com/webinars](https://pge.com/webinars) »

**BROADCAST GRAPHIC**



 **WILDFIRE SAFETY WEBINAR**  
All Customers

Tuesday, April 16 @ 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

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.

- Has this webinar started?
- The managers of the public open space across the street from my home refuse to take appropriate action to reduce the vegetation and increase the defensible space around our neighborhood. How can I bring all the stakeholders to the table to resolve this issue.
- Will do tomorrow... Thanks!
- What is permanent battery storage rebate?
- Where can I learn about the battery rebate?
- Does PG&E attend community meetings and programs to present this information? Thank you.
- Have you completed studies around fire safety regarding the shut down of the Upper Centerville Canal in Magalia?
- Our paper has reported that you have underground 2 miles of powerlines in Sonoma County last year and projecting an additional 4 miles this year. Given the rate increases that are supposed to fund this work, it doesn't seem that we are getting much return on our money. We live in a heavily vegetated, high fire danger area with power lines under the trees.
- We have some trees near a line and have seen some marks (spray paint) - will they be cut?
- Did you know PSPS is frequent in my area and increases individual generator reliance and generator fire risk?
- Hi...All these programs and initiatives cost money can you please explain how these programs are paid for and is there a direct correlation to the increase in electric rates we are now experiencing to these wildfire programs?
- PG&E appears to have done some wonderful safety fixes over the last several years. Has PG&E done presentations to the insurance industry, since insurance companies are doing non-renewals to many of us in these high-risk areas?
- Thank you!
- Does PG&E spray herbicide in high fire risk areas?
- I live in a Tier 3 HFTA in Cazadero CA yet no progress is being made on insulating conductors in our heavily forested area. We had over 7 EPSS outages on the Monte Rio Circuit serving our community over the past year and half with restoration time averaging 4.5 hours. Solar is out of the question due to shade issues, and the interconnection charge for my whole home battery back-up system was \$800.
- Are you building new power plants to accommodate the thousands of new homes being built in California and the additional new car chargers that are plugging into the grid.
- Have already had long conversations with Dave Canny our Regional VP....
- Why does it seem difficult to have a tree that is under the power lines removed? It has been trimmed for years. Cost efficiency would seem to support removal rather than this regular trimming.
- Does PGE offer any funding to neighborhoods doing vegetation removal?
- How is PG&E insuring accountability throughout this high level of maintenance work in order to avoid negligence and instead provide long term sustainable repair?

- If 600 miles underground so far, how long will it take to do all 10000 miles??
- He mentioned a Permanent Battery Rebate Program.
- Found it!
- Thank you.
- Thank you. I am trying to have PG&E come to a scheduled in-person community education workshop for residents of Santa Clara County.
- As electrical capacity increases in CA and natural gas lines are abandoned would it be possible to utilize unused gas mains as a conduit for undergrounding.
- Thank you so much. I sent an email. I have reached out to all of my PG&E contacts and haven't been able to confirm PG&E attendance.
- This is in partnership with the Santa Clara County Fire Department. There are four separate workshops in different cities throughout the County. Appreciate any assistance you can provide.