

Community Wildfire Safety Program PG&E Wildfire Safety Webinar – All Customer – Post-Event Report

On August 10, 2022, PG&E held a wildfire safety town hall, in accordance with California Public Utilities Commission (CPUC) Decision (D.) 20-05-019.

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 Power 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. Due to COVID-19 health and safety guidelines, the event 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

Wildfire Safety Webinar Summary

- **Date:** August 10, 2022
- **Time:** 5:30-7 p.m.
- **Total Attendees:** 623
- **PG&E Presenters:**
 - Vanessa Bryan, Senior Manager, Customer Strategy
 - Mark Quinlan, Vice President, Electric System Operations
 - Bill Chiang, Local Government Affairs Representative
 - Joshua Coleman, Vegetation Management Supervisor
 - Rich Noonan, Senior Public Safety Specialist
 - Dave Meier, Senior Manager, Customer Strategy

The event featured a 30-minute presentation on PG&E's wildfire prevention plans and updates for 2022, an overview of 2021 Public Safety Power Shutoff (PSPS) events, Enhanced Powerline Safety Settings and customer resources available before, during and after wildfire safety-related outages. This was followed by 50 minutes of Q&A. 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:

- Approximately 3,411,114 email invitations sent to all electric customers with an email address listed
- Social media postings on Nextdoor, Facebook, Instagram, and Twitter.
- News release and media advisory
- Outreach to city, county and tribal officials as well as community-based organizations

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 121 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- Vegetation Management
- Alert Notifications
- Aerial Patrols
- PSPS/EPSS

The full list of questions/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 will be available on PG&E's website at www.pge.com/firesafetywebinars. Additional presentations and recordings of past PG&E wildfire safety webinars are also available, 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 INVITATIONS AND OUTREACH



PG&E Community Wildfire Safety Program Webinar

Wednesday, August 10

5:30 – 7:00 p.m.

You are invited to join us for an interactive virtual webinar where we will discuss our 2022 wildfire safety efforts. Participants will have the opportunity to ask questions and share feedback with the PG&E team including one of our Vice Presidents.

[Join the webinar »](#)

[Call 800-619-7898 »](#)

Conference ID: 5949849

To keep our customers and communities safe, we continue to take targeted action to reduce wildfire risk across every part of our operations and focus on our system safety each day.

We encourage you to join and learn more about:

- PG&E's progress on wildfire prevention activities
- What's new for 2022
 - Increased powerline protection to reduce outages
 - Improved coordination for faster restoration times
 - Additional customer resources to prepare for wildfire season and outages

To access the virtual 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 »



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We recently updated our [privacy policy](#).

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.

WEBINAR MEDIA ADVISORY



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites All Customers to a Regional Wildfire Safety Webinar to Discuss PG&E's Wildfire Prevention Efforts

PG&E to host virtual event to share local wildfire safety progress, new programs in 2022 and steps customers can take to prepare

Oakland, Calif. — To help keep customers and communities safe in the face of the growing wildfire risk across the state, Pacific Gas and Electric Company (PG&E) is continuing to evolve its wildfire safety program to reduce the risk of catastrophic wildfires.

As part of these efforts, PG&E is hosting a wildfire safety webinar for all PG&E customers on Wednesday, August 10, 2022, from 5:30 to 7:00 p.m. to share its wildfire prevention plans for 2022 and listen to customer feedback. PG&E experts will provide a brief presentation, after which participants will have the opportunity to ask questions.

The event can be accessed through the link or dial-in below or through PG&E's website, pge.com/firesafetywebinars.

Click this link to join: <https://bit.ly/3nKIAC9>

Attendee Dial-in: 800-619-7898

Conference ID: 5949849

During the webinar event, the PG&E team will discuss:

- PG&E's wildfire prevention efforts
- Resources to help customers and communities before, during and after wildfire safety outages
- Improvements and updates to PG&E's safety technology and tools

Closed captioning will be available in English, Spanish and Chinese and dial-in numbers will be available for those who aren't able to join online.

For additional information on how to join, recordings and presentation materials from past events and to learn more about PG&E's Community Wildfire Safety Program, visit pge.com/wildfiresafety.

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.



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Wildfire Safety Webinar
for All Customers

Wednesday, August 10 @ 5:30 p.m.

To join, visit pge.com/firesafetywebinars



15 likes

pacificgasandelectric PG&E is hosting an interactive webinar this Wednesday, August 10. Join one of our Vice Presidents and additional members from our team from 5:30 to 7:00 p.m. for more information about how we're working to prevent wildfires and reduce the impact of wildfire safety outages, ask questions and share your feedback. For more information, visit pge.com/firesafetywebinars.

August 5

FACEBOOK POST

 **Pacific Gas and Electric Company** ✓
August 5 at 8:09 AM · 🌐

PG&E is hosting an interactive webinar this Wednesday, August 10, from 5:30 to 7:00 p.m. for all customers. Join one of our Vice Presidents and additional members from our team to learn more about how we're working to prevent wildfires and reduce the impact of wildfire safety-related outages, ask questions and share your feedback. For more information, visit www.pge.com/firesafetywebinars.



Wildfire Safety Webinar
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Wildfire Safety Webinars



APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

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

- Where is everyone
- Is this a Scam
- who do I contact to have PG&E finish clearing a downed tree that PG&E took down on my lot at 10485 Redwood Road, Loch Lomond, Lake County CA?
- when is the event starting?
- The event will start at 5:30pm(Adi (Unverified) asked "when is the event starting?")
- Sorry, I'm early.
- Yes the event will start at 5:30pm(Are you there? (Unverified) asked "Sorry, I'm early.")
- There have been helicopters flying here in the San Lorenzo Valley recently. I live in Ben Lomond. I am, as well as other neighbors, curious as to what is their mission and goals. It actually makes me feel safe... it appears to me, that maybe PG&E is attempting to make our valley safe from future fires.
- I understand your reply to my question. ALTHOUGH, I think we need to hear about the local pge helicopter usage. Some on the Facebook Page for Ben Lomond Neighbors... these helicopters have hovered low over their properties, some 2-3 days in a row. And we can hear them for HOURS AT A TIME, EVERY DAY. So, I would like a more 'LOCAL' answer regarding these helicopter fly-overs.(Laurie (Unverified) asked "There have been helicopters flying here in the San Lorenzo Valley recently. I live in Ben Lomond. I am, as well as other neighbors, curious as to what is their mission and goals. It actually makes me feel safe... it appears to me, that maybe PG&E is attempting to make our valley safe from future fires.")
- Thank you!!(Laurie (Unverified) asked "There have been helicopters flying here in the San Lorenzo Valley recently. I live in Ben Lomond. I am, as well as other neighbors, curious as to what is their mission and goals. It actually makes me feel safe... it appears to me, that maybe PG&E is attempting to make our valley safe from future fires.")
- If you'd like to view this webinar with ASL, visit <https://bit.ly/3BXNA5e>
- the anonymous web interface does not let me pick audio device.
- When an unplanned power outage occurs, you should be required to disclose the nature of the outage.
- I can't hear any audio
- You may need to select an audio option(I can't hear any audio)
- Will you be starting the webinar soon?
- The webinar has started.(Will you be starting the webinar soon?)
- My home is in Shasta County. I have a huge grey pine that is declining fast. Needles brown, hanging down, dual joint at the top is splitting and if it falls it will fall across power lines. How do I get it removed? Bear Mountain area which had a huge fire October 2021

- Hi Christine, this is Josh. Please provide me your best contact number and I'll have someone come take a look at your concern(Christine Davis (Unverified) asked "My home is in Shasta County. I have a huge grey pine that is declining fast. Needles brown, hanging down, dual joint at the top is splitting and if it falls it will fall across power lines. How do I get it removed? Bear Mountain area which had a huge fire October 2021")
- Not sure if you can respond... Feel free to reach out to me at 530-338-4184 and I'll send someone out to take a look.(Christine Davis (Unverified) asked "My home is in Shasta County. I have a huge grey pine that is declining fast. Needles brown, hanging down, dual joint at the top is splitting and if it falls it will fall across power lines. How do I get it removed? Bear Mountain area which had a huge fire October 2021")
- there is no audio option. I am very familiar with Teams and the option is not there.
- Can I get an inspection/assessment of my defensible space?
- The agency that has jurisdiction for your address can provide that. Contact your City Fire Department, County Fire or CAL FIRE and ask for a defensible space inspection/assessment. Additionally, information on defensible space is available on CAL FIRE's website: www.fire.ca.gov(Can I get an inspection/assessment of my defensible space?)
- My screen says the event hasn't started.
- Please try refreshing(My screen says the event hasn't started.)
- I would prefer to have the hazardous and very expensive (to PG&E) powerline to my home removed, and access the grid using my BEV, delivering Electricity to my home with the mobile battery pack.
- clicking on the 'gear' only shows display options.
- I am using 'default'
- i am not authorized to use my company account for personal use.
- I am viewing via web interface.
- Do the sensors for PSPS have geotrack on them? Seems like if you know where the line de-energized you could quickly know where to inspect the line rather than have to inspect the entire line which takes many hours.
- I would prefer to have the hazardous and very expensive (to PG&E) powerline to my home removed, and access the grid using my BEV, delivering Electricity to my home with the mobile battery pack.Why doesn't PG&E have any program to encourage this practice?
- a lot of websites are being thrown out--can a list be provided?
- A copy of the presentation will be available at www.pge.com/firesafetywebinars (a lot of websites are being thrown out--can a list be provided?)
- I would like to join event. Thank you
- Thank you. Can't hear it, but I put captions on.
- Your teams config is messed up. I have joined many teams webinars anonymously and have not had an audio selection issue.
- Who can I call if I have a concern for a tree limb that is sitting on the wires for many years now. It is a good 6 inches in diameter pulling on the lines it is on Summit Rd on the west side of HWY 17

- When will underground be completed?
- Vallejo is a dense mid-sized city with a majority of family housing that is between 60 and 120 years old, built entirely of wood. Vallejo also has almost exclusively overhead power lines, including older transformers. It is a significant fire risk. What is PG&E planning?
- HOW CAN I GET A TRANSCRIPT OF THIS WEBINAR
- A recording of the webinar will be posted at www.pge.com/firesafetywebinars in about a week(HOW CAN I GET A TRANSCRIPT OF THIS WEBINAR)
- WILL YOU SEND OUT EMAILS WHEN ITS AVAILABLE(HOW CAN I GET A TRANSCRIPT OF THIS WEBINAR)
- We typically do not send an email, but I would suggest checking back towards the end of next week.(HOW CAN I GET A TRANSCRIPT OF THIS WEBINAR)
- do you have a link for a replay?
- The webinar will be posted at www.pge.com/firesafetywebinars in about a week(do you have a link for a replay?)
- Updating your highly antiquated infrastructure is best - why not do that?
- routine and enhanced vegetation management diagram looks very much the same?!
- How concerned or prepared should I be of wild fire if I'm not in a tier 2 fire zone but live close to one (within 0.5 mile of one)? Anything I should do?
- Why not modernize your conductors for automatic safety and know where the outage is w/o flying or walking the lines?
- If an unplanned power outage of over four hours occurs, you should be required to disclose the cause to the customer. Step up before the law requires it.
- There is active vegetation management (cutting down trees that could hit power lines) in our area including our property. Thank you for your efforts. My question is what efforts are being done to mitigate the impacts of trees that are being cut (are there trees being planted to offset the trees that are cut down each year). In addition, what can we expect to be done with the many tree trunks that are now laying on the ground and continue to pose a fire risk by adding fuel to the ground in areas where the trees were felled.
- how does a customer know if they are on a EPSS circuit?
- I guess I should say EPSS
- slide 17. what is the gray area (not defined in legend)
- Can I do my own trenching for underground utilities, and then have pge come out and do the rest of the work?
- Put in triple-reinforced cables and new conductors Not EVM following S CA Edison's success - why not doing this?
- Hi, if I have a good idea to increase the efficiency to put out wildfire how can I deliver it?
- Should there be an acceleration of having home solar systems to reduce the demand for PG & E systems?
- What are the standards and considerations on undergrounding PG&E lines serving only one PGE transformer on one home? I have PGE lines on my own property that serve a

transformer that serves only my home. Seems like Davy tree is there every other month.

- What "social media outlets" do you use?
- How is the Safety and infrastructure protection teams expanding to protect high fire hazard areas
- To learn more about the Alexa pilot visit: <https://bit.ly/3PtOMDf>
- How does this work for residents in HOAs?
- how do we get the new backup power transfer meter?
- Visit www.pge.com/transfermeter(how do we get the new backup power transfer meter?)
- thank you
- How do we determine if we are in a high fire risk district?
- Visit ia.cpuc.ca.gov/FireMap (Richard L Morgan (Unverified) asked "How do we determine if we are in a high fire risk district?")
- Can PG&E remove the cookies options on the website? Why are performance, functional, marketing and social media cookies even an option? I have to disable each one every time I visit the website. If its possible to disable, why not disable it altogether?
- We have added Pioner power to our energy, but we are seeing mainly increases to our bill. What do you suggest? Can we revert back to just PGE?
- Please visit www.pge.com/cca to review options(Irene Haaf (Unverified) asked " We have added Pioner power to our energy, but we are seeing mainly increases to our bill. What do you suggest? Can we revert back to just PGE?")
- A tree limb falling across 2 wires wouldn't start a spark or fire if you updated your infrastructure - please focus on Updating lines - NO TO COPPER WIRE LINES
- Why is it that when you contract a tree trimming company that they only trim a minimum amount and not do a more thorough job so that you don't have to keep repeating the trim and save time and money?
- How many miles of wires needed to be underground to avoid so many PSPS in Almaden 95120? and how much would it cost and where can I find plans for undergrounding lines that PG&E is working on?
- My power has been shut off several times for the fire hazard, including last week. I have applied for switch for an approved generator, I was notified of many requests and to expect delays. How soon do you expect to complete these installations?
- I live in a VHFHSZ and experienced an outage in June that began around 5:20 pm. The next day I was informed by a PGE representative that the cause of the outage was addressed, but that the power could not be returned until a survey of the power lines in the VHFHSSZ was completed. The PGE representative informed me that the survey could not be performed during the evening that seemed to explained why power was not restored for 12 hours. Does this make sense?
- My zip code is 93667.
- What is website to look up addresses for outage information?

- <https://pgealerts.alerts.pge.com/outagecenter/>(What is website to look up addresses for outage information?)
- I'm bummed that I cannot take advantage of the program that reimburses for generator purchase or transfer switch. I got my generator, which model is on your list, too long ago, 2020, along with installing a transfer switch, because I'm in a high fire risk area of Lake County, had frequent outages including PSPS's, and am a medical baseline customer with a 96 year old living here. Just saying...
- No, the helicopters in Ben Lomond are appear to be scanning, not related to an outage.
- My name is Andy
- Hello Andy - Can you please email wildfiresafety@pge.com and to be forwarded to the Customer Resilience team for details? I know we do have a delay, but can not speak to specifics. (Are you there? (Unverified) asked "My name is Andy")
- Contractors are taking out trees without permission, and taking out healthy trees leaning Away from power lines that are mature and old growth - Stop cutting these trees and respect landowners not wanting trees cut
- Contractors should engage with the homeowner before removing trees. If you have questions you can email wildfiresafety@pge.com(Contractors are taking out trees without permission, and taking out healthy trees leaning Away from power lines that are mature and old growth - Stop cutting these trees and respect landowners not wanting trees cut)
- I'm 81 yrs. old. Because I had a heat stroke when I was in my 30's and was in a coma for an undetermined amount of time, my body does NOT regulate temperatures above 80° at all. Without air conditioning on a hot day, my life will be in jeopardy after less than an hour!! Hospitalization is OUT of the question!! PERIOD end of subject! Therefore, what can PG&E do to keep my electricity on?
- Thank you for the question, Mrs. Winterowd. Would you mind sharing your address and phone number with us? I'd like to have one of our team members follow up with you directly. (Mrs. Winterowd (Unverified) asked "I'm 81 yrs. old. Because I had a heat stroke when I was in my 30's and was in a coma for an undetermined amount of time, my body does NOT regulate temperatures above 80° at all. Without air conditioning on a hot day, my life will be in jeopardy after less than an hour!! Hospitalization is OUT of the question!! PERIOD end of subject! Therefore, what can PG&E do to keep my electricity on?")
- Why leave chips when you cut trees - they start fires?
- If you Upgrade your Old Lines you don't need EVM - don't need to take down trees in Striking Distance to Power Lines
- If no wind, what primarily causes the EPSS trips? Is it trees simply falling over or tree limbs simply falling down (with no wind)? If so, does that reflect just how many many trees are in such bad shape because of the drought & heat?
- Vanessa - this is a lie, you take far more trees out than are necessary - Not the minimum as you say
- I really wish you would hire arborists who care about the health of the trees they prune trees. There is a difference between the work that my arborist does and the work that

the PGE arborists hire. Unfortunately my arborist says they need special qualification to trim under power lines. I understand that trees may be a fire concern but they also provide oxygen, home to birds and squirrels.

- What can I do if my tree was misdiagnosed, it did not have any disease, or issues, in addition, it was a tree that monarchs came to every year. My plants were broken, 5 waterlines were broken, left broken for me to fix. My gates were broken, never fixed, as a result my dog got out, she was killed in the road. My other tree was used as a brace, which is now leaning. The inspector was on my property without permission. I'm left with 200 pound pieces of wood. The person was not qualified to make this diagnosis, I have contacted PG & E numerous times, they closed the case and said I was satisfied with the repairs!!! No repairs were ever done.
- Please reply with your name/address and we will follow up with you.(What can I do if my tree was misdiagnosed, it did not have any disease, or issues, in addition, it was a tree that monarchs came to every year. My plants were broken, 5 waterlines were broken, left broken for me to fix. My gates were broken, never fixed, as a result my dog got out, she was killed in the road. My other tree was used as a brace, which is now leaning. The inspector was on my property without permission. I'm left with 200 pound pieces of wood. The person was not qualified to make this diagnosis, I have contacted PG & E numerous times, they closed the case and said I was satisfied with the repairs!!! No repairs were ever done.)
- Gail
- I have asked the tree trimmers to take the whole tree down in the easement area so that they don't have to do it again the next year and they tell me that is what PG&E wants which still doesn't address the question of why you don't save time and money to do a better job of instead of doing it on an annual basis.
- Constance, please provide your address and number and I can have someone reach out to review(Constance Reagan (Unverified) asked "I have asked the tree trimmers to take the whole tree down in the easement area so that they don't have to do it again the next year and they tell me that is what PG&E wants which still doesn't address the question of why you don't save time and money to do a better job of instead of doing it on an annual basis.")
- How are you prioritizing under-grounding powerlines?
- When did you say the weather generally changes, September 1 ?
- Typically in the late Summer and Fall, but the wind season is predominantly temperature driven (High Temperatures originating in the Great Basin) That is what causes the off shore flow and high winds. (When did you say the weather generally changes, September 1 ?)
- What construction materials are recommended to reduce fire risk for newly built structures?
- Additional question - how will it be possible to (someday soon) power up 30-40 mil electric cars in California, if it ever comes to that? If there is not even enough power in the summer to keep Power on for just residential use - when its triple digit outside in the summer months.

- I looked for the CPUC fire map, but don't see where we can input our address--looks like we are either elevated or extreme--would be nice to know which one it is
- How can we find out when our community will be undergrounded?
- Can you have PG&E and shareholders pay for undergrounding instead of charging the public?
- I found it finally :
<https://capuc.maps.arcgis.com/apps/webappviewer/index.html?id=5bdb921d747a46929d9f00dbdb6d0fa2>
- We have 2 lithium-ion portable power stations, 3000 watts each. They have an over-heating shutoff. Are these safe to use inside our home in a PSPS?
- In the last two years, we have had two different insurance companies decline to renew our HO policy because of wildfire risk. Is PGE working with these providers to address this?
- Can you please ask the vegetation management person to please call me, 559-977-6706
- Absolutely, I will contact you tomorrow. What county do you live in?(Can you please ask the vegetation management person to please call me, 559-977-6706)
- IS PGE INVOLVED WITH SETTING UP NEIGHBOR MICRO POWER GENERATION GRID
- conjeff@sbcglobal.net
- Thank you.
- where is the priority list of roads for power line undergrounding?
- We get notifications on when to use less power yet a lot of commercial establishments, particularly retail businesses, that are cavalier about leaving their doors open to cool all of
- Fresno. Why are they not as civic minded as you want the residents to be?
- How is the safety and infrastructure protections teams expanding to meet the wildfire demand
- SIPT-Safety and Infrastructure Protection Teams primary mission is the protection of PG&E infrastructure. This is done through pre-fire inspections, and the pre-treatment of poles and other infrastructure before a fire reaches the treatment area. The program has a 92% success rate on the survival of treated poles, keeping our Customers and First Responders safe. (Sam gracia (Unverified) asked "How is the safety and infrastructure protections teams expanding to meet the wildfire demand ")
- Thank you. I am a new PGE employee and I enjoyed hearing all of the great information and questions that people had for your team. Thanks, Marc
- Can you provide me with contact information to discuss a vegetation hazard with a PG&E power pole. Thank you.