

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

On August 30, 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 30, 2022
- **Time:** 5:30-7 p.m.
- **Total Attendees:** 636
- **PG&E Presenters:**
 - Vanessa Bryan, Senior Manager, Customer Strategy
 - Mark Quinlan, Vice President, Electric System Operations
 - Anna Brooks, Director, Local Government Affairs
 - Joshua Coleman, Supervisory, Vegetation Management
 - 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 55 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 3,428,405 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
- Fire Risk Map
- Backup Power Options
- Alert Notifications
- Aerial Patrols
- PSPS/EPSS

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

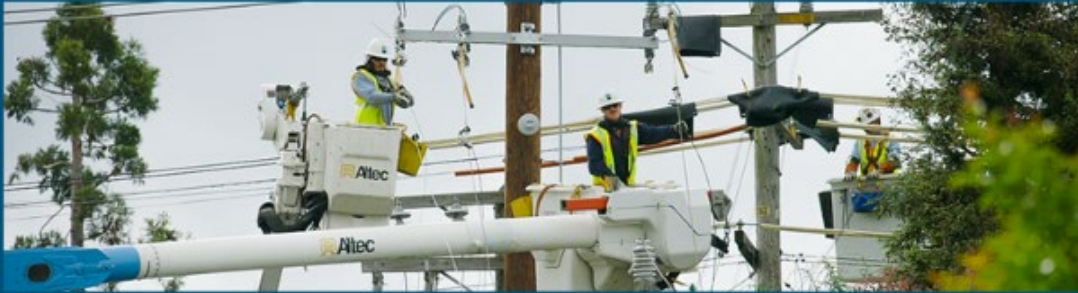
Recording and Presentation Availability

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

Tuesday, August 30

5:30 – 7:00 p.m.

Join us for an interactive virtual webinar where we will discuss our 2022 wildfire safety efforts, including information about recent changes to Public Safety Power Shutoff (PSPS) notifications.

[Join the webinar »](#)

[Call 888-942-8391 »](#)

Conference ID: 9706250

New this year, PSPS notifications will be provided via call, text and/or email during both day and night, depending on when outages may occur. We previously refrained from sending notifications between the hours of 9 p.m. and 8 a.m. as a courtesy to customers. However, due to requirements from the California Public Utilities Commission, the policy has been updated. Moving forward, some PSPS notifications will now be sent to you regardless of the time of day.

Participants will have the opportunity to ask questions about this change and share feedback with the PG&E team, including one of our vice presidents.

Join us during the webinar to learn about this change and about:

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

To access the webinar 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 »



WEBINAR MEDIA ADVISORY



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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. — New this year, PSPS notifications will be provided via call, text and/or email during both day and night, depending on when outages may occur. We previously refrained from sending notifications between the hours of 9 p.m. and 8 a.m. as a courtesy to customers. However, due to requirements from the California Public Utilities Commission (CPUC), the policy has been updated. Moving forward, some PSPS notifications will now be sent to customers regardless of the time of day.

To discuss this change as part of our ongoing efforts to reduce wildfire risk, PG&E is hosting a wildfire safety webinar for all PG&E customers on Tuesday, August 30, 2022, from 5:30 to 7:00 p.m. During the webinar event, the PG&E team will discuss:

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

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/3SP2kJE>
Attendee Dial-in: 888-942-8391
Conference ID: 9706250

PG&E will also begin hosting virtual town halls to share its regional approach to improving operations, bolstering safety and delivering better outcomes for customers

Region	Date	Time	Link and Dial-In
South Bay/Central Coast	August 31, 2022	5:30-7:00 p.m. (meeting)	Link: https://bit.ly/3Qp4cay Dial-In: (669) 444-9171 Conference ID: 827 9786 2846
North Valley/Sierra	September 1, 2022		Link: https://bit.ly/3A4jB98 Dial-In: (669) 444-9171 Conference ID: 865 7928 5704
North Coast	September 12, 2022		Link: https://bit.ly/3PunABQ Dial-In: (669) 900-6833 Conference ID: 859 7981 8979
Bay Area	September 13, 2022		Link: https://bit.ly/3Psi5DF



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		Dial-In: (669) 444-9171 Conference ID: 867 2213 6552
Central Valley	September 14, 2022	Link: https://bit.ly/3QMjEa Dial-In: (669) 900-6833 Conference ID: 816 4558 6857

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



Tuesday, August 30 @ 5:30 p.m.



To join, visit

pge.com/firesafetywebinars



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pacificgasandelectric To keep our customers up to date on how we're working to prevent wildfires and reducing the impact of wildfire safety-related... more

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August 26

TWITTER POST



Pacific Gas & Electric  @PGE4Me · Aug 26



To discuss our wildfire prevention efforts, PG&E is hosting a webinar on August 30 at 5:30 p.m. Join our team members to ask questions and share your feedback. Visit pge.com/firesafetywebi...



Wildfire Safety Webinar
for All Customers

Tuesday, August 30 @ 5:30 p.m.

To join, visit pge.com/firesafetywebinars








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FACEBOOK POST

  **Pacific Gas and Electric Company**  
Aug 26 · 

To help keep our customers up to date on wildfire safety efforts, PG&E is hosting an interactive webinar this Tuesday, August 30, 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. Customers will also be able to ask questions and share feedback. For more information, visit www.pge.com/firesafetywebinars.



Wildfire Safety Webinar
for All Customers

Tuesday,
August 30 @ 5:30 p.m.

 To join, visit pge.com/firesafetywebinars

pge.com
Wildfire Safety Webinars

APPENDIX B: QUESTIONS RAISED DURING THE EVENT

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

- Is your presentation over?
- In the rural Canadian villages people are trained and organized to form volunteer fire brigades to defend their communities from fire. Will you consider to do same training for the local communities?
- His volume is really low compared to Vanessa's can we increase it?
- Is this presentation being recorded, and if so, will it be emailed to us after the fact?
- During the recent power outage due to a problem near the Hicks Substation, power was not restored in New Almaden until a helicopter was brought in to inspect the lines miles distally to the known issue. Since there were no strong winds nor storms the probability of a distal line compromised simultaneously is minimal. Is it not overly cautious to wait for inspection by helicopter of lines that are surely intact?
- Great idea, but since I can't hear anything, I'll leave.
- Can you please go to showcase view without the speaker so mobile viewers can better see the slides?
- Can you put the firerisk map website on this chat? also it says it needs a password
- Who should we contact to propose future vegetation management projects?
- Does a Generac automated generator on natural gas qualify for the rebate?
- how / where to get info about the general geography of underlining work? This year and planned.
- If there are several trees growing through power lines in our neighborhood, can we ask PG&E to come to trim those trees? Who should we call?
- For the activities mentioned (e.g. coated power lines), is there a way to get information about work done and work planned in my community?
- when trees are cut down is the wood milled for future use or chipped
- In Contra Costa county, what is the scope of PGE inspection program on critical powerline infrastructure they automatically my alarm such as C- rings on high voltage towers ?
- Thank you. How long will PG&E respond?
- Why does it take you up to 5 hours in Pope valley to restore power during EPSS and the fact that we had 36 outage in 17 months
- When I click on the Closed Captioning option, the captions do not appear
- How broadly deployed are your EPSS circuit breakers? Is the rollout program still underway?
- I'd like to see the fire risk map in the link on the CPUC website which you have on the right side of the screen, but the link requires a log-in and password. Why is it not publicly available?
- I have a question for Joshua Coleman about apparent discrepancies between publicly stated policies and actual practices involving PG&E's enhanced tree trimming program. I

live in a tier 2 high fire threat district (HFTD) in Moraga. Recently a dying pine tree was only topped when it should have been cut down and hauled away. Also, some other dying trees in the neighborhood were cut down but the resulting log debris was left on the property. Both cases undermine local fire prevention efforts by creating additional fuel for potential fires. Please address this issue.

- I bought a generator over 3 years ago because of your outage but I can't get any of your rebate because it's outside your time frame which is extremely unfair
- what are you anticipating for this coming weekend of extreme heat warning?
- Working when I prefix it with https://
- 1. Can licensed Amateur Radio operators located in PG&E territory who provide emergency communications apply for battery & generator rebates? 2. Is PG&E actively working with Amateur Radio organizations about emergency communication protocols and plans in case of power shutoffs and fire emergencies? Thank you - Jon (Amateur Radio call sign K3MAH)
- Is it due to EPSS that we have ongoing outages in Danville? How do we find out (besides calling the 1800 hotline) that we're being affected by EPSS? I've called the 1800 number and they've indicated my specific outage was due to "system failure" but the person providing information didn't have specific on what caused the outage, whether something impacted the line, or whether it's just going out because it's old/obsolete.
- Regarding the enhancements to the "Fixed Power Program" (i.e. backup power assistance), will PG&E notify customers or does the customer have to evaluate and call?
- Regarding PSPS-related notifications, do residents have to make phone changes to allow notification if Do Not Disturb is set on a phone? If so, how is that done?
- Does the Alexa pilot program work with Amazon Echo?
- I am finally seeing many of these improvements around Arnold! It is very reassuring. We are a one road in/out town so it's helpful knowing you know we're here
- How come phone and cable companies are not required to remove trees that are hanging on their lines? Doesn't this affect the your poles also? see lots of trees in contact with cable/phone lines that are not cut back by your tree trimming crews. I live in the Happy Valley area of Santa Cruz county.
- I need an address so I can send a thank you note to the battery program folks. I got my delivery last week and I have peace of mind for the first time since. 2018!! thank you so much!
- IS A CPAP
- IS A CPAP MACHINE CONSIDERED A MED DEVICE
- I understand the importance of the vegetation management program, but a common question that private landowners have is what to do with materials left behind on their property after PG&E comes through to execute vegetation management plans. Can you explain to customers some of the issues surrounding why materials, such as logs, that are brought down on their property may be left behind instead of hauled off?
- why don't you send out the powerpoint screens via email??
- The fire risk map link is asking for a login. Could you show it again
- can you please email these links

- Regarding Fire Threat, when the comment was made about "High Threat", the CPUC map I see refers to Elevated and Extreme Threat. What does 'High' referred to?
- In past PSPS events cell service has died in my area. Are you able to notify/help service providers to figure out how to maintain service - this is of course a large safety concern.
- Can I get a backup power transfer meter to use with my backup battery that I got on the medical baseline program?
- What percent of the 2 day advance warnings of PSPS actually lead to a power shutoff? Asked differently, if the winds don't materialize, is the PSPS still inevitable?
- Does the generator rebate program include whole home generators?
- I use a CPAP device--do I qualify for a battery to operate the machine if power goes out in Sonoma??
- Do you plan on chopping down trees in residential areas?
- Good info. How can one find the reason that power is/was interrupted? The stated reason, e.g., "planned maintenance" at 10:30 pm seems incorrect. Thanks.
- Where would I find the date for the planned removal of a dead tree on my property that has been marked for removal by PGE? The property is in Plumas County which I believe is a Tier 3 High Fire Threat District.
- What are the differences between portable batteries and generators (feasibility, deployment time, cost, rebate, etc.)? Many Thanks.
- I meant, could you share the map image again
- With the mega heatwave coming for many of us what is PG&E preparing for possible wildfires?
- My question relates to cutting vegetation. I have a tree that over grows over my wiring. PG&E comes out often over the years. These 3rd party vendors cut one tree so much it has died. Much of the cutting of debris was left behind which I paid cleanup cost. How can I get someone out before winte, also making sure all debris is removed? 340 San Marino Ave Vallejo
- Out of the 10,000 miles PG&E is installing this year. How many miles are projected each year and will the underground installation method increase each year.
- Why were the devices not set to turn off when something dangerous happened? Would those settings have prevented recent fires?
- Is the underground power line installation only being done or started in the high or extreme areas?
- David Salustri 650-245-9615 3791 Almanor Drive West. Canyon Dam, CA
- Everytime it gets got (95 degrees plus), people power up their air conditioners and my local neighborhood transformer blows, and power is out for hours. This happens over and over again. There isn't any follow up with "hardening" or increasing capacity, even though this same equipment fails over and over again (originally built in 1949). I can't drive so I'm stuck at home in a very hot house.
- 1/10 of a second to shutoff electricity when a branch touches a power line is VERY impressive. How much does that reduce the risk of a fire starting?
- 510-304-5982- Thank you

- Is there a way to work with the State to incentivize public investment in undergrounding to expedite the transition, similar to the use of energy tax credits?
- As a low vision person I am attempting to do the new meter request. Oh my gosh. Now I have to read and photograph stuff? You are not making this easy!
- No, I have thank you cards ready to mail.
- Deborah and Cynthia were the two who FINALLLY helped me after 3 years. So I made them cards.
- When you say 10,000 miles of underground, how many miles is there in total n PG&E?
- When the undergrounding is done, are assets of other utilities (e.g. cable) always done at the same time?
- Are there any maps of the planned undergrounding? Just curious to what extent you will address the town of Paradise and outlying areas.
- Is there a map of the planned underground powerlines? What is the priority of the powerline?
- how do we get our hands on when our neighborhood will be undergrounded?
- Has the location of the 10000 mile under grounding program already determined? If so, is there a map publicly disclosing that?
- What cultural considerations are there in undergrounding?
- Are cable and phone lines being put underground at the same time as your power lines since they are usually attached to your poles?
- Just a comment - it's unfortunate that the telecommunications companies didn't coordinate the undergrounding opportunity. In Paradise, where you have moved power underground, we still have pole-strung telecomm cables. During Humboldt and Camp Fires, restoration of communications lagged far behind restoration of power.
- Does PG&E experience a shortage of workers in the field, meaning workers doing manual tasks, like vegetation cutting, wire grounding, etc.?
- Does PG&E employ licensed electricians?
- I am glad you are so happy with your work while in the 21st century you make pur life in east Napa unbearable with 1 outage on avrage every 2 weeks for the last 2 years
- what is the exact web sight that was mentioned. wildfire safety?
- Did you mention support for those who depend on well water? We depend on well water for ourselves and livestock.
- Can those PSP resources be used for any emergency?
- Thank you!
- I don't have a question but thank you for all you are doing to keep up safe
- Thanks for all for your time and energy! Really appreciate this forum.
- Thanks folks! I appreciate you efforts and communications.