

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

On July 26, 2023, 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 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:** July 26, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 597
- **PG&E Presenters:**
 - Ron Richardson, Regional Vice President, North Coast Region
 - Dave Meier, Senior Manager, Customer Emergency Planning & Operations
 - Tom Smith, Senior Manager, Customer Emergency Planning & Operations
 - Joe Segura, Program Manager, Customer Emergency Planning & Operations

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, Twitter and LinkedIn
- 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 41 questions and comments were received on the following themes: undergrounding, infrastructure, vegetation, EPSS, and outage 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=SfOjALwzheo>.

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**

PG&E is hosting a webinar to discuss our 2023 wildfire safety work and community resources available to keep you safe.



PG&E Wildfire Safety Webinar

All Customers

Wednesday, July 26 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-323-9710 »](#)

Conference ID: 7952909

We encourage you to join and:

- Learn about wildfire safety effort
- Hear about resources and partnerships to support you, including PG&E's Medical Baseline Program
- Connect with PG&E leadership

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

MEDIA ADVISORY

PG&E Invites All Customers to a Webinar on Wildfire Prevention Work and Safety Resources for 2023

At July 26 Virtual Event, PG&E Leaders Will Answer Questions and Share Resources to Help Customers Prepare

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers to a virtual town hall to share the latest updates on wildfire prevention work, safety resources and connect customers with the PG&E leadership team.

On Wednesday, July 26, 2023, from 5:30 to 6:30 p.m., PG&E safety experts will provide a brief presentation, during which attendees will have the opportunity to ask questions.

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

Counties	Date	Time	Link and Dial-In
All Customers	July 26, 2023	5:30 – 6:30 p.m.	Link: https://bit.ly/46E1wOM Or Dial-In: 888-323-9710 Conference ID: 7952909

During the webinar event, customers can:

- Learn about wildfire safety improvements
- Hear about resources available to support them
- Connect with PG&E leadership

Multi-language closed captioning and 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.

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.

CURRENTS |  |  |  |  <http://www.pgecurrents.com/>

INSTAGRAM POST




WILDFIRE SAFETY WEBINAR
All Customers

Wednesday, July 26 @ 5:30 p.m.

Learn more about PG&E's
wildfire prevention work

To join, visit: pge.com/webinars »

FACEBOOK POST




WILDFIRE SAFETY WEBINAR
All Customers

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Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- 3 outages in 3 days in the Occidental area. Last one was 16 hrs. This is unacceptable. What are you doing to fix this?
- Map of undergrounding?
- Are there any programs to decrease fire risk that might lower fire insurance costs?
- Who is going to pay for all my food that has spoiled because of your self-interested power outages.
- Undergrounding would make all this unnecessary.
- Can't listen to any more of this.
- Frustrated by trees being cut down adjacent to pg&e right of way on our property and near home which are left to become fuel for fire after extensive defensible space mitigation (much time and sweat to achieve)
- We run a generator when the power is out and that detaches us from the grid. We have not been getting timely updates on the web site when the power comes back on, causing us to run under generator power for up to an extra hour. Can you speed up the updates when power is restored?
- How do you balance our safety and reliability, I live in Cameron Park and we have way to many outages, in fact we have had 4 in the last 17 days and 5 outages in the last 30 days, unacceptable. We normally have around 10 outages a year! What is your plan to make our system safe but reliable. As you know we pay some of the highest rates in the country but have the least reliable service.
- Do Property Managers, get informed about Tree Trimming, that PG&E will do to their Properties, and Residents, so within their Properties Electric Outages, can be avoided.
- How will the undergrounding work where there may be obstacles (such as trees/structures) to do so?
- Why hasn't the webinar started?
- How about some underground work. Especially on main roads and near schools?
- I think this was stated but is there a site to see areas where buried electrical lines are planned for the future?
- Map of undergrounding?
- Thanks!
- For EPSS Power Restoration, what steps are you taking to shorten the length of the power outage?
- With all the investment PGE is making in the distribution network, can customers expect more insurance providers to return to CA and a decrease in premiums?
- Thank you. Aware of the maps. Requesting Undergrounding near Schools. Ponderosa High School, and others.
- Are the CRC only open during PSPS events or are they open during winter storm events and other power outages?

- I like to add a battery backup, but if I do I will lose my NEM and PGE will charge me huge fees that I cannot afford. Why can PGE do to support my need of medical device beyond a small battery that only last 12 hrs.
- Is this webinar captioned and can I get a copy of the webinar?
- Why your App to Report Problems with the Electric Equipment, doesn't work very well on: Google Play?
- How do you justify mentioning "food banks" for customers who lose perishable foods because of PG&E shutoff? PG&E is 100% responsible for the loss. Throughout this webinar you keep referencing the plethora of PG&E web pages with information on a multitude topics. How do you propose they do that when their power has been shot off? For customers in the rural areas when you shut off power they lose cell phone coverage too.
- Is the public notified when the EPSS setting are set a more sensitive setting? Can the Public be notified, so that we can be better prepare for short outages?
- Will Comcast & AT&T underground lines being the same tunnel as PG&E?
- What is PG&E's obligation to respect rare species and/or make sure they are not killing trees when they trim them?
- How do you justify the CEO salary of \$53 million (\$1,019,230/week, \$145,604/day, \$6,066.85/hour 24/7/365) when the president of U.S.A. makes \$400,000 annually?
- A few months ago you said we could get wood chips from Maximus. I've been unable to get a reliable contact for them. Do you know how I can contact them?
- How wide of a space do you have to remove trees to lay a line? Are you working with environmental agencies to make sure you are not affecting protected wildlife?
- I am the only person that has no audio?
- Murderers.
- If EPSS activates within 1/10 of a second to shut off power why is it necessary to shot off power?
- I live in an area that had 5 power outages in 19 days and it was due to ESPS but that doesn't help clear things up any explanation for that.
- Please stop using term "Public safety power shutoff". You are not a public safety agency and the shutoff is not ordered by a public safety agency. Just because another agency came up with the name doesn't mean it is correct for PG&E. The proper term for PG&E would be "Public Utility Power Shutoff" or "PG&E Power Shutoff". This falls under the same umbrella as the use of "Public Service" on Caller ID. PG&E is not a Public Service. The technical definition of PUBLIC SERVICE is a service provided by the government to the people in a specific jurisdiction. Why can't you just use the Caller ID "PG&E"? Under both of these topics PG&E is misrepresenting itself to the public and basically representing itself as a government entity i.e. false impersonation.
- Today we had a planned maintenance outage. Can you try to plan your maintenance outages in the Spring or the Fall, instead of the middle of the summer?
- Not a topic for tonight but my very old and very poor friend has applied for PGE CARES and has never heard back, despite repeated follow ups. What can we do next? She does not use computers.
- Is the Report it App for people who live only in the wildfire area?
- Why is it sooo difficult, now impossible, to find my solar tru up monthly amount?
- Repeat contact to report dangerous left cut tree debris.

- Thank you.