

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

On July 24, 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:** July 24, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 562
- **PG&E Presenters:**
 - Aaron Johnson, Senior Vice President, Local Customer Engagement
 - Brian Ambrosini, Senior Manager, Customer Emergency Planning and Operations (EPSS)
 - Tom Smith, Senior Manager, Customer Engagement Strategy
 - Natasha Beehner, Customer Outreach Strategist, Public Safety Power Shutoffs (PSPS)
 - Pamela Perdue, Supervisor, Emergency Management and Public Safety

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 48 questions and comments were received.

The Q&A portion focused on the following themes:

- Vegetation management
- System upgrades/undergrounding
- Outages

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=93gE9oyQZL4>.

Additional presentations and recordings of past PG&E Wildfire Safety Webinars are available at 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
Wednesday, July 24 | 5:30 - 6:30 p.m.

[Join online »](#)

You can also join via phone by calling [888-469-0694](tel:888-469-0694)
Conference ID: 8434585

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 Senior Vice President, Aaron Johnson

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.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 July 24, 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 an interactive webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Wednesday, July 24 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.

Counties	Date	Time	Link and Dial-In
All Customers	Wednesday, July 24, 2024	5:30 – 6:30p.m.	Link: https://bit.ly/4baG5qB Or Dial-In: 888-469-0694 Conference ID: 8434585

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.

INSTAGRAM POST



WILDFIRE SAFETY WEBINAR
All Customers

Wednesday, July 24 @ 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



Wednesday, July 24 @ 5:30 p.m.

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

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pge.com/webinars »

X (TWITTER) POST



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NEXTDOOR POST



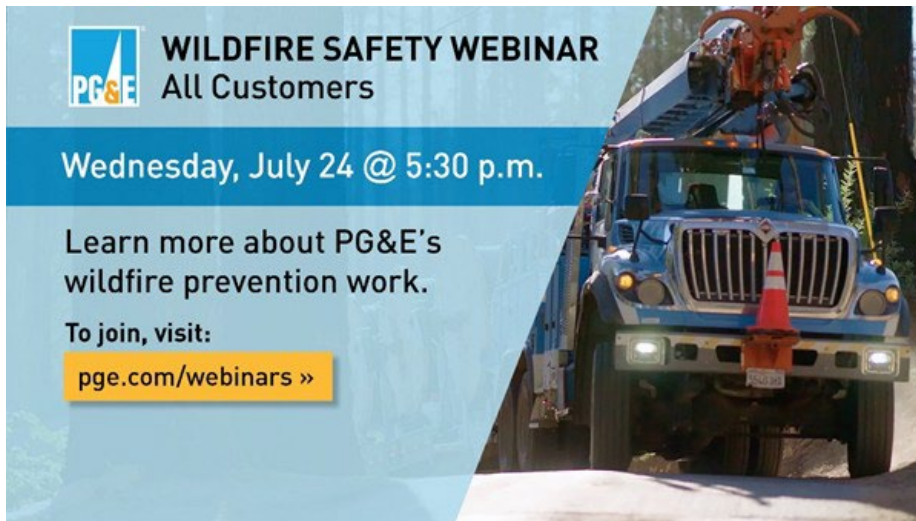
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pge.com/webinars »

BROADCAST GRAPHIC



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Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- The sound keeps cutting out and maybe getting delayed. I am at the introductions screen and can't get the video to catch up to the current screen.
- I live in the Santa Cruz Mountains, where road maintenance is currently underfunded. Do the road conditions and maintenance plan have any impact on power line undergrounding feasibility or priority?
- What is meant by a "covered" power line? Covered by vegetation, or covered by some kind of fireproof medium?
- Why does PG&E think it is alright to perform tree trimming to a customers landscape without concern for aesthetic results? The VM program has raped trees in the neighborhood without thought for safety or aesthetic results.
- What are trees to plant in my backyard to help fire risk?
- What is the current average cost per mile for PG&E to underground?
- Exactly what is the cost/mile of under grounding power lines? Can you explain how you came up with the \$3.5 billion for burying 200 miles of transmission lines in Paradise area? The \$3.5 billion price tag works out to be \$17.5 million/mile. I think you owe customers a HUGE refund!
- Are you doing anything specifically in Dublin, CA?
- Could you please repeat the email to register for power outage alerts?
- Thank you.
- What percentage of area covered have undergrounding? How are those decisions made? Wil it increase steadily over time?
- In Pleasanton, there are many trees that have grown around the electric wires in residential areas. These have been this way for years. Should we assume they are not high risk? If not, how do we get these prioritized for trimming?
- What is best app or website to learn real time fire updates?
- TY have a great night and appreciate the information tonight.
- What is the most recent wildfire in the Tri-Valley area?
- As a homeowner, what can I do to help reduce the potential for a wildfire as it approached my home?
- Thank you.
- Would undergrounding make sense in areas that have already burned in a previous year?
- How does our neighborhood get on the undergrounding list? We are in the WUI.
- How do we get in contact with someone regarding specific areas in wildfire zones regarding power lines? How do we get on the list?
- What climate changes are you noticing that are affecting your equipment and likelihood of wildfires?
- What has that shown recently that's different and concerning?
- Are the power lines also dangerous to human health, like radiation?

- Why aren't covered power lines, being a more reduced cost alternative approach, being utilized more vs undergrounding lines? And can be done quicker for rural high fire communities?
- How invested is PG&E in partnering with solar farms in California?
- Thank you for answering my question! I have one follow-up question. One of the roads here, Mountain Charlie, washed out during the 2023 winter season and has not been repaired. How would a road wash out impact underground power line repair?
- Nowhere near an answer to the question.
- Back in the day...maybe 10 or so years ago, I used to receive written notice of tree work on my property...this no longer occurs! All of a sudden there are people crawling all over my property without any prior notice. Also they often take out the wrong trees (unmarked trees). This is an issue with many of my neighbor's as well.
- Do you go into gated communities to trim trees?
- Are there any programs that help subsidize tree removal and/or trimming for private property owners to reduce wildfire risk?
- Why do PGE contractors leave cut trees in sections too large to be moved by the property owner? Why can't contractors leave tree sections whose weights can be moved by a resident (e.g. keep weight per section of no more than 25 pounds)?
- Have there been wildfires in areas where lines are underground? What has been the impact?
- For underground lines, is it easier to do maintenance on a regular basis, do lines need to be dug up to repair; how much does that cost to do maintenance?
- Why haven't you trimmed trees or underground lines years ago, if it is a good idea?
- At \$3 million/mile you owe a \$14.5 million/mile refund for Paradise area alone. What are the costs that add up to \$3 million/mile to dig a ditch, then refill it?
- Not a question on power line safety, but how can I find the root cause of a power failure. We had one last night and all I know is that PGE fixed the problem. I don't know if a tree fell on a line, a transformer failed, or whatever the problem was. I'd really like to know what causes problems.
- How many people are attending this webinar, just curious.
- Customers would be safer if PG&E used the money they've overcharged to purchase 1,000 Type III fire engines and park them 10 miles apart to protect the high fire hazard areas?
- Should I install gas shut off valve in my home?
- Why can't EPSS be used for high winds?
- Fire on Martens Blvd in San Rafael. Telephone pole was on fire and new pole installed. Why is burned pole not removed? Did fire start from transformer, which most of my neighbors say what caused the fire.
- None of these things are occurring in West Sonoma County.
- Last week, a PG&E mailer directed me to 211.org during a power outage "to get connected to local food banks, transportation, and more". That website directed me to <https://211now.com/public-safety-power-shutoff-outreach/> to make an appointment with my county's 211 Care Coordinator. But there are no working links on this page. I eventually texted 898211, but after 30 minutes, this 3rd party text company (preventionpaystext.com) was not only mostly unresponsive but finally told me to call 211. Can you get this process fixed? Seems like a waste of PG&E and taxpayer funding.

- What is the map for high fire area?
- If there was an earthquake, will PGE automatically shut off gas lines?
- I tried to get a battery but the CPUC wild fire map has my neighborhood is not in the zone, but my neighborhood is surrounded by wildfire area. Will the map be updated?
- QR Code didn't work.
- Thank you.