

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

On June 27, 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 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

Event Details

- **Date:** June 27, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 550
- **PG&E Presenters:**
 - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
 - Dave Meier, Senior Manager, Customer Emergency Planning & Operations
 - Tom Smith, Senior Manager, Customer Emergency Planning and Operations
 - John Costa, Senior Manager, 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 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 35 questions and comments were received on the following themes: vegetation, undergrounding, customer resources, PSPS, and fire risk.

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=VI6RRnV_azQ.

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

Tuesday, June 27 | 5:30 - 6:30 p.m.

Join webinar »

Call 888-997-8508 »

Conference ID: 8911342

We encourage you to join and:

- Learn about wildfire safety improvements
- Hear about resources available to support you
- 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 June 27 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 and safety resources, and connect customers with the PG&E leadership team.

On Tuesday, June 27, 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	June 27, 2023	5:30 – 6:30 p.m.	Link: https://bit.ly/3L7Daor Or Dial-In: 888-997-8508 Conference ID: 8911342

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

Tuesday, June 27 @ 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


Tuesday, June 27 @ 5:30 p.m.

Learn more about PG&E's wildfire prevention work

To join, visit:
pge.com/webinars »



X (TWITTER) POST




WILDFIRE SAFETY WEBINAR
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Tuesday, June 27 @ 5:30 p.m.

Learn more about PG&E's wildfire prevention work

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pge.com/webinars »



NEXTDOOR POST



 **WILDFIRE SAFETY WEBINAR**
All Customers

Tuesday, June 27 @ 5:30 p.m.

Learn more about PG&E's
wildfire prevention work

To join, visit:
pge.com/webinars »

Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- How can the local FireSafe Councils work with PG&E to help support local wildfire preparedness and community engagement for PG&E customers? Thank you for taking my question and for hosting this important webinar.
- The fire map link posted requires authorization to access it
- Who can we talk to get an honest straight answer about potential undergrounding in our community. We have lots of trees, Highwinds, and one way in and out. We have been talking to PG&E often on for 20 years and willing to share cost. We get nowhere.
- Thanks for taking my question. Well done and much appreciated.
- What is being done about the scotch broom that is filling in under the 2 power line going the Anadel into Oakmont Village.
- Why does PG&E continue to use the term "Public Safety Power Shutoff" when PG&E is a "Public Utility"? When PG&E uses the term "Public Safety" it implies PG&E is a public safety entity (i.e., law enforcement or fire agency) when the only reason the term "public" is associated with PG&E is the fact it is a publicly owned company.
- My house and entire development was built in the mid-1960s. I want to upgrade my electrical supply from 100 Amps to 200 Amps. Currently the incoming power line is overhead. Should I try to get the contractor to underground my power line even though the rest of the neighborhood is still provided power from overhead lines?
- Please explain why the PSPS impact communities where the powerlines are already underground. Thank-you.
- How do you justify the continuous rate increases when you have failed perform the work PG&E has already received compensation for but has failed to complete the work?
- Why can't PG&E be more considerate and conservative when tree trimming in a residential neighborhood. Last week the huge multi trunk live oak in our front yard marked for trimming separation after growing below the utility wires for many decades. Even though 4' is the required minimum separation distance it was cut back more than 12' internally and 20' across taking out 30% of the middle of the tree. It has destroyed the esthetics of the tree. A much less destructive trimming should have been warranted. Why is this not done? Killed the curb appeal that got us to buy this home two years ago.
- That are close to power lines?
- What agency has oversight of Vegetation Management program?
- Are there sources of help (assistance/education) for homeowners to clear a defensive perimeter around their homes (from PGE or other)?
- What can I do to prepare for PSPS? What information does PG&E need to have in my account to stay informed?
- We were not asked about the trimming nor notified so we could discuss the extent of the pruning. It was just said that this occurs but not for us. Why?
- Hi. How can I find out when lines might be moved underground for our area? I heard it was planned but no idea when. zip code 95459.
- How do you justify a CEO annual salary over \$50 million?

- Why is PG&E spending so much on topics outside the scope of their service?
- We have good insulation and rarely turn on the A/C in the summer. We try to consider time of day for major appliance use. However, outages still occur resulting from many others not taking these steps. I've often wondered if you could save money by stop sending those letters telling us how good we are doing and reduce our bill instead!
- Thanks!
- How do I create a defensible space when the vegetation is on the neighbor's house only 5 feet away
- Oops! Hit the wrong key. To continue question on spending outside scope of service ... PG&E is spending a lot on fire safety and response when you need to focus on servicing and maintenance/replacement of your equipment?
- Is there an online map that we can look at to see where under grounding is taking place and where it is being planned for?
- What type of programs are there for disable Veterans in case power goes out during a fire in the area?
- Are you putting the underground wires in conduit or are you using direct burial wires?
- Do the PGE risk maps have any affect on what insurance companies are using in the state?
- Is there an online map we can look at to see the distribution lines and transmission lines that feed and traverse our neighborhoods? (to, for example, to check on the extent of PSPSs).
- Great -- downloadable GIS map files. Thanks a lot! Keep them coming!
- Why PG&E does not to help homeowners cutdown a tree that is leaning to a power line running to a home structure?
- How can we petition PG&E to establish less intrusive pruning techniques?
- Why does PG&E find it necessary to shut off power when windy, while areas in middle America don't have their power shut off when facing tornado?
- Thanks for the defensible space information.
- When the recording will be available?
- PG&E have any undergrounding programs for existing residential neighborhoods?
- Thanks!