

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

On September 3, 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:** September 3, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 383
- **PG&E Presenters:**
 - Jake Zigelman, Regional Vice President, Bay Area Region
 - Tom Smith, Senior Manager, Customer Engagement Strategy
 - Natasha Beehner, Customer Outreach Strategist, Public Safety Power Shutoffs (PSPS)

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 37 questions and comments were received.

The Q&A portion focused on the following themes:

- Outages
- Pole clearing
- Customer resources

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=btUq_2WqgSY.

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

Tuesday, September 3 | 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 Regional Vice President, Jake Zigelman

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 September 3, 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 Tuesday, September 3, from 5:30 to 6:30 p.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	Tuesday, September 3, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/4dAewlU 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

Tuesday, September 3 at 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, September 3 at 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**
All Customers

Tuesday, September 3 at 5:30 p.m.

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

To join, visit:
pge.com/webinars »



NEXTDOOR POST



 **WILDFIRE SAFETY WEBINAR**
All Customers

Tuesday, September 3 at 5:30 p.m.

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

To join, visit:
pge.com/webinars »



BROADCAST GRAPHIC



 **WILDFIRE SAFETY WEBINAR**
All Customers

Tuesday, September 3 at 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.

- I have repeatedly informed agents and delegees of PG&E regarding a failure by PG&E to fulfill its obligations under applicable regulations to address such things as removal of fire risk hazards from within 10 feet of power poles [Public Resources Code 4292]. Please, without using deflection and avoidance of the question, address this persistent pattern of failure by PG&E to be reasonably responsive.
- Could you elaborate on the SGIP and PBSR?
- Is there an effort to get cell towers power when PGE lines go down?
- How do all these improvements affect our electric bill?
- When will power lines on Mount Diablo Scenic be undergrounded?
- Prevent? Or claim deny liability.
- And why was the power out in downtown Danville again on September 2nd at 9:00 p.m. at 70°?
- Could you please give details of the SGIP and PBSR?
- PGE should supply generators if they are going to cut power on the grid.
- There is no way private industry can pay for this adjustment ... The company states it's for safety but it really is for liability.
- Are they making more transfer meters for the program for public shut off. People who have wells depend on a generator to have water when the shut off happens. In case of fire, it may be the only source to put out a fire.
- PPS is not fair to a contract governed by supplied power to an end user requirement.
- The commercial end-user builds equipment based on constant demand; prescriptive burns should be returned, sanctioned by the Valley Air District and subsidized by PGE.
- Or PPS or EPSS outages.
- How can we tell if upgrades have been made to our local area?
- All your acronyms are designed to confuse, and delay the true areas of responsibility.
- Community Power is necessary.
- Sure you're not.
- PG&E took down trees behind our home in their ROW in a City forest open space. However, PG&E didn't take the slash (limbs, etc.) out as all City residents do to limit wildfire spread. The slash dries and is fuel for any upcoming wildfire event. Why?
- When is recently? Power was shutoff daily on 5 days for ranges of several hours to about 10 hours, due to vegetation on the power lines.
- XXX@gmail.com.
- Strategist? WTF.
- What determines (e.g. number of outages) trimming vegetation that caused the previous daily outages?
- How do we get a copy of this presentation?
- The pole does not start the fire; explain why and what could start a fire around a pole.
- 10' is not even close to enough. Needs to be 20-100 feet.

- Our water is supplied to us by pumps powered by electricity. There is no back up. There are about 55 houses on this system. I am a bit worried as to PGE shutting off the power during a fire and losing the water pressure. BTW all our utilities are buried. Thank you and what would be a possible solution or solutions.
- Very Good, Dave.
- Good.
- PGE has its own communications that stay up during outage? Explain.
- Thanks!
- Lidar drives it.
- 18"?
- Subjective.
- I may have missed it, but to what extent does PG&E use satellite or aerial platforms to monitor its extensive network of assets during risky weather events? Or is monitoring done by individual ground teams (i.e., as a homeowner, should I expect to always see people on the ground?)?
- Wonderful! Thank you so so much!
- Why does your CEO make 52 million a year? That's criminal.