

Community Wildfire Safety Program

PG&E Wildfire Safety Webinar – Butte, Sierra and Yuba Counties – Post-Event Report

On April 10, 2024, PG&E held a Wildfire Safety Webinar for Butte, Sierra and Yuba County 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:** April 10, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 38
- **PG&E Presenters:**
 - Joe Wilson, Regional Vice President, North Valley & Sierra Region
 - Tom Smith, Senior Manager, Customer Engagement and Strategy
 - Wes Anderson, Regional Senior Manager, North Valley & Sierra Region
 - Brandon Sanders, 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 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 3 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- Outages
- Public Safety Power Shutoffs (PSPS)

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=zhYmQ44VMwl>.

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

Butte, Sierra and Yuba Counties

Wildfire Safety Webinar

Wednesday, April 10 | 5:30 - 6:30 p.m.

[Join online »](#)

You can also join via phone by calling [888-469-3314](tel:888-469-3314)
Conference ID: 9643008

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, Joe Wilson

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 Customers in Butte, Sierra and Yuba Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At April 10, 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 in Butte, Sierra and Yuba counties to a virtual webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Wednesday, April 10 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 their local PG&E leaders, including Regional Vice President, Joe Wilson

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
Butte, Sierra and Yuba	Thursday, April 10, 2024	5:30 – 6:30p.m.	Link: https://bit.ly/4a0h6Fm Or Dial-In: 888-469-3314 Conference ID: 9643008

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
Butte, Sierra and Yuba Counties

Wednesday, April 10 at 5:30 p.m.

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

To join, visit: [pge.com/webinars »](http://pge.com/webinars)

FACEBOOK POST



WILDFIRE SAFETY WEBINAR
Butte, Sierra and Yuba Counties

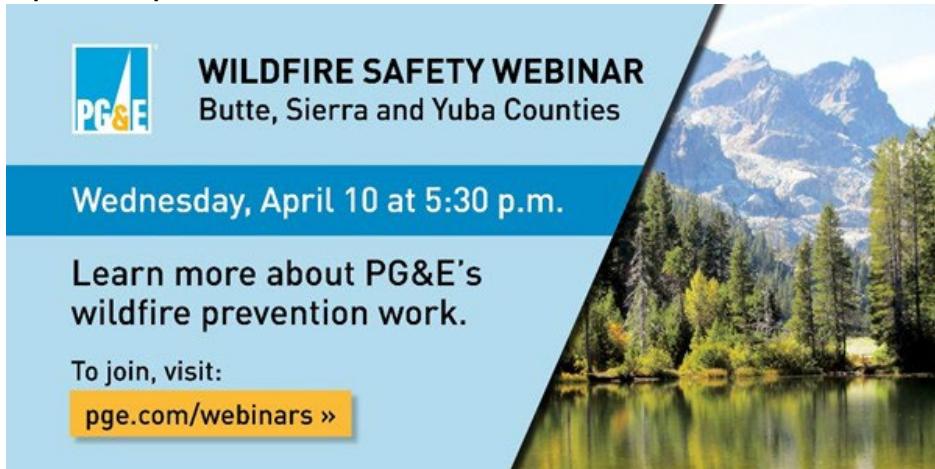
Wednesday, April 10 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work

To join, visit:

[pge.com/webinars »](http://pge.com/webinars)

X (TWITTER) POST



PG&E **WILDFIRE SAFETY WEBINAR**
Butte, Sierra and Yuba Counties

Wednesday, April 10 at 5:30 p.m.

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To join, visit:
[pge.com/webinars »](http://pge.com/webinars)

The graphic features the PG&E logo in the top left corner. The main text is in a white box. Below the main text is a blue banner with the date and time. The bottom text is in a white box. To the right of the text is a photograph of a lake surrounded by forest and mountains.

NEXTDOOR POST



PG&E **WILDFIRE SAFETY WEBINAR**
Butte, Sierra and Yuba Counties

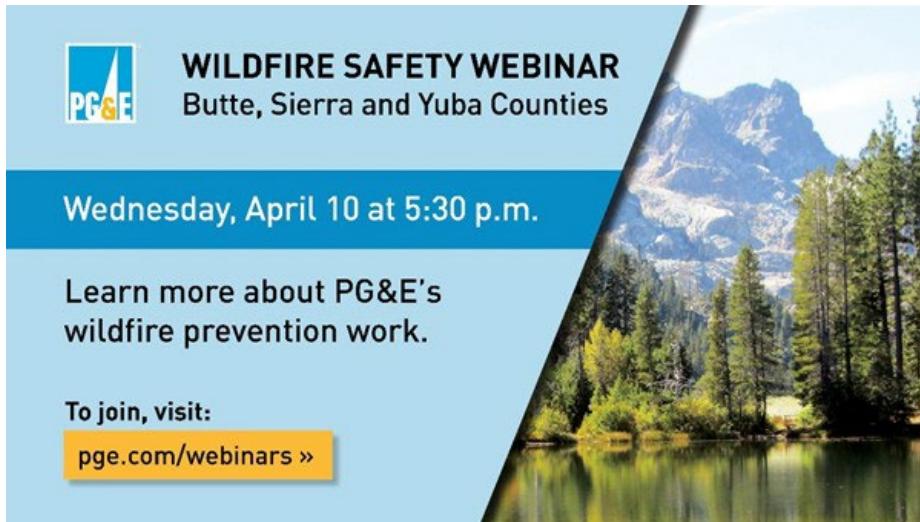
Wednesday, April 10 at 5:30 p.m.

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BROADCAST GRAPHIC



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Butte, Sierra and Yuba Counties

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Appendix B:
QUESTIONS RAISED DURING THE EVENT

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

- Is it true some of Paradise's underground road work had to be redone this last few months?
- How do we learn the reason for unexplained outages after investigation by PGE i.e.. in areas like Big Bend in Yankee Hill that never show any reason and wind not a factor...any way to find out?
- Also is there a percentage of costs post PSPS that is spent to get power back on from crews out checking, drones and helicopters up and with the customer resource centers that open?