

Regional Town Halls

Quarter One Regional Town Hall – Bay Area Region Summary

On February 22, 2023, PG&E held a regional town hall for customers in the Bay Area Region, 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.

The purpose of PG&E's quarterly Regional Town Hall meetings is to share the progress made on the company's regional approach to improving operations and delivering better safety outcomes for customers. The utility invited customers in each region to meet with the regional leadership teams, including the Regional Vice Presidents and Regional Safety Directors. Company representatives provided updates on the implementation of the Regional Service Model in each area, including successes and challenges, highlighted savings programs for customers, vegetation management work, provided winter safety tips, listened to customer feedback and answered questions.

The following report has been prepared to provide an overview of the regional 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

Bay Area Regional Town Hall Summary

- **Date:** February 22, 2023
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 371
- **PG&E Presenters:**
 - Aaron Johnson, Regional Vice President, Bay Area Region
 - John Gilginas, Regional Safety Director, Bay Area Region
 - Monica Tell, Regional Senior Manager, Bay Area Region
 - Brian Biancardi, Senior Manager, Vegetation Management

The event featured a 90-minute presentation that provided updates on the implementation of the Regional Service Model in its respective region, including successes and challenges, provided an update on vegetation management work, shared customer safety and preparedness resources, listened to customer feedback and answered questions during Q&A sessions.

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 142 questions and comments were received.

The Q&A portion focused on the following themes:

- Billing, pricing and rates
- EV
- Infrastructure

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=pT8d6Hk1swU>

Additional presentations and recordings of past PG&E Regional Town Halls 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**

Join us for a virtual town hall to learn more about how we are working to better serve you and your community.



PG&E Virtual Bay Area Town Hall

Alameda, Contra Costa, San Francisco and San Mateo Counties

Wednesday, February 22 | 5:30 - 7 p.m.

Join webinar »

Call 888-469-3185 »

Conference ID: 3895294

We'll share more about our regional approach to improving operations and highlight efforts within your region to keep trees and other vegetation a safe distance from powerlines. You can ask questions and share your feedback with the local PG&E team.

We encourage you to join and:

- Hear about recent work in your region
- Learn more about vegetation management work in your area
- Connect with PG&E's regional leadership team, including Regional Vice President, Aaron Johnson
- Provide feedback and ask questions of the local leadership team

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



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites Bay Area Region Customers to Town Hall for Updates on Local Projects and Vegetation Work

At Feb. 22 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Bay Area Region customers to a virtual town hall to share the latest updates in their region, highlight efforts to keep trees and other vegetation a safe distance from powerlines and connect customers with their local leadership team, including Regional Vice President Aaron Johnson.

On Wednesday, Feb. 22, 2023, from 5:30 to 7 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

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

Region	Counties	Date	Time	Link and Dial-In
Bay Area	Alameda, Contra Costa, San Francisco and San Mateo	Feb. 22, 2023	5:30 – 7 p.m.	Link: https://bit.ly/3CUQBDi or Dial-In: 888-469-3185 Conference ID: 3895294

During the webinar event, customers can:

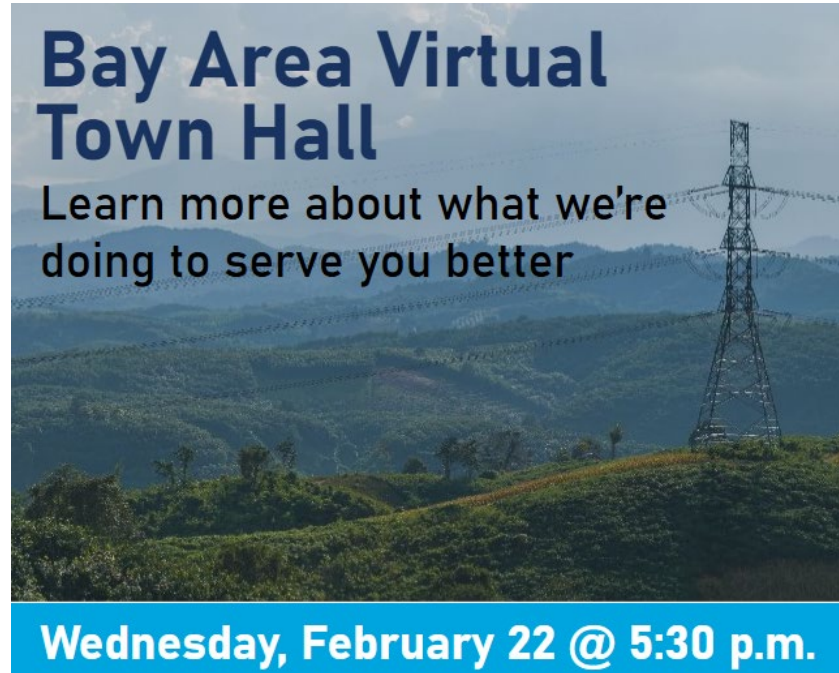
- Hear about recent work in your region
- Learn more about vegetation management work in your area
- Provide feedback and ask questions of the local leadership team, including Regional Vice President Aaron Johnson

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.

INSTAGRAM POST



Bay Area Virtual Town Hall

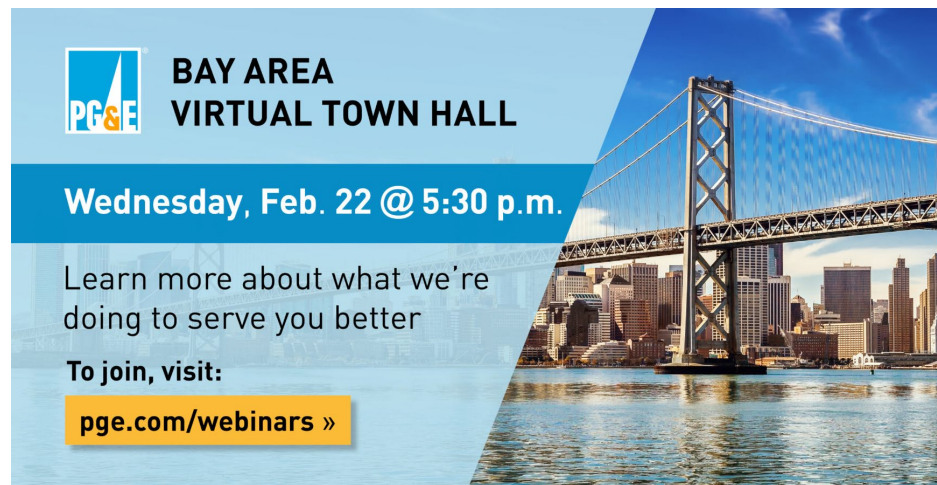
Learn more about what we're doing to serve you better


Wednesday, February 22 @ 5:30 p.m.



To join, visit
pge.com/webinars

FACEBOOK POST




 **BAY AREA VIRTUAL TOWN HALL**

Wednesday, Feb. 22 @ 5:30 p.m.

Learn more about what we're doing to serve you better

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

X (TWITTER) POST




**BAY AREA
VIRTUAL TOWN HALL**

Wednesday, Feb. 22 @ 5:30 p.m.


Learn more about what we're
doing to serve you better

To join, visit:

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



NEXTDOOR POST




**BAY AREA
VIRTUAL TOWN HALL**

Wednesday, Feb. 22 @ 5:30 p.m.

Learn more about what we're
doing to serve you better

To join, visit:

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



Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- Thank you for hosting this event. When will the Empower EV program begin registrations? Who can I reach out to with questions? Thanks!
https://www.pge.com/en_US/residential/solar-and-vehicles/options/clean-vehicles/electric/empower-ev-program.page
- SoCalGas also said in a statement Tuesday that its customers can expect February bills to be about 68% lower compared with January, as there has been a decrease in the wholesale price that SoCalGas pays for natural gas. Can we expect the same from PGE?
- I heard Monica say we could have a "discussion" after the presentation. Does that mean that PG&E facilitators will unmute us and allow us to have an actual conversation tonight? Typically a discussion is a two-way conversation. Thank you for clarifying whether PG&E is using the typical format which is to filter questions and then respond online with an answer, without engaging the questioner.
- Please justify rate hikes, in the name of safety, to fund the extensive undergrounding of wires, when the cause of these devastating wildfires was not the lack of undergrounding, but the neglect of inspection and maintenance of company equipment.
- I have been waiting to have my electrical upgraded to 200 amps and the bottleneck is with PG&E. Can you provide me with contact information for Aaron Johnson or executive public relations office or CEO Patricia Poppe?
- Thanks.
- Why did I receive 5 text and two voice mail alerts stating, incorrectly, projected ending times for the 30 hour blackout I experienced in Oakland from Sunday morning through Monday afternoon (Feb 19 and 20, 2023). Ending times offered were 2:00 pm, 3:30 pm, 6:15 pm, 7:30 pm on Sunday, Feb 19 and 2:00 am, 12:00 noon Monday, Feb 20. Power was not restored until 3:40 pm on Monday. It's best to be forthcoming about realistic times for restoration of service during a blackout.
- First, thanks to everyone at PG&E for restoring power today and the several other times this winter.
- Please speak about Sunday's outage involving Oakland and parts of Alameda that impacted over 50,000 customers, including the approximately 8,500 customers who experienced a 24+ hour outage. Can you elaborate on what you know about the incident, and any "lessons learned" about effective ways to update customers about status? thank you!
- What can be done to reduce the number and duration of electricity outages?
- Given your costs are the same why do you charge per units of energy used?
- Our neighborhood house development was built in 1981. About half the house development has power failures when there is a major rain storm and during wind storms. When will our underground electricity infrastructure be updated and made waterproof ?
- I have been having problems getting my electrical upgraded to 200 amps
- Is this meeting about how PG&E is doing or it is about the rising costs of utilities It seems that PG&E bill is so complicated that not too many people understand how the monthly bills? Has PG&E thought about simplifying the monthly utility bills...

- Can you provide contact information for Aaron Johnson or executive customer relations or Patricia Poppe?
- Shouldn't PG&E Wires be underground all over Half Moon Bay
- Thanks to everyone at PG&E for restoring power today and several other times this winter. What can be done to prevent outages and reduce their duration?
- Will you be addressing the extraordinary gas price increase in this webinar, particularly what customers can do to make heating more affordable?
- Will you be addressing plans/timing to underground power lines in this webinar? It will make us less vulnerable to wind and fire.
- With issues like transformers spontaneously combusting in Oakland, and \$6 billion in revenue, why are you spending our money on a dividend?
- Shouldn't we reinstate Gas Connection in new Homes that are being built in San Mateo County, we were out of electricity for 2 days, our only savior was Gas
- What caused the recent power outage throughout Oakland?
- Will the gas prices ever get back to where they were earlier?
- So why did it? Any why did it fail without knowing what was going on?
- What are your plans for preventative maintenance of trees? Thank your staff for their hard work!
- How old was the equipment that failed in Oakland?
- How old?
- Our development within XX, Walnut Creek, encompasses 99 housing units. It experiences more power outages and longer outages than immediately surrounding developments. This experience has been going on for over 4 years.. Our development includes street addresses (odd numbers only) XX to XX XX Drive. To date PG and E has not been able to explain or remedy this matter.
- In my neighborhood, San Mateo (The Village), there is a little 5 block nook (Casanova Dr. and Martin Dr.) that keeps having outages whenever there is a big storm, when everyone around us doesn't lose any power. It feels like we have an underlying issue that needs to be solve, but isn't. This is unacceptable especially for how much we pay for this service, especially having to throw out everything in our fridge and freezer. We are still without power by the way.
- Does that mean a second transformer was taken out of service by PG&E? I don't understand your explanation on why the other transformers were unable to carry load.
- Thanks for hosting this meeting. When will Empower EV begin registrations? Who can I reach out to about questions? Thank you.
- On 6/1/22, AARP filed a challenge to PG&E's proposed rate increases, stating that undergrounding power lines is a type of capital spending that increases PG&E profits whereas maintenance and inspection of equipment subtracts from profits. What is PG&E's response to AARP's challenge?
- Are there some neighborhoods that are somehow more protected from outages? We rarely lose power in my neighborhood near a hospital. Thanks for hosting this!
- What percentage of your infrastructure is over 20 years?
- Why are gas prices so high? You guys drive all the competitors out of the market and then jack rates over 3x's higher than a year ago. This is criminal!
- why have the prices risen so much

- Record rainfall by how much?
- Re: Lafayette Gas Transmission Strength tests, wasn't this also ILI tested? Apparently the tight bends in Briones Park were replaced with smoother bends for pigs, I heard from a PGE team member. Also, lots of straight pipeline appeared to be replaced. Why were the straight pipes replaced, and how much new pipe was installed?
- Time of use plans make a lot of sense for obvious reasons (excess solar power in daylight etc), but why are distribution charges also ""time of use
- Again, please talk about prices.
- plans for Under ground power lines in Redwood City? plans for Under ground power lines in Redwood City?
- I was tracking a High Street Oakland neighborhood on the PG&E Outage Center during this Oakland outage. That neighborhood was part of the 8500 customers who endured a 24+ hour outage. The Estimated Times of Restoration (ETOR) were modified at least 4 times, which made some of your customers upset. Can you explain what was happening at the time, that made those estimates difficult? I sympathize that it's not often that PG&E has a transformer catastrophically fail, so it can be difficult to predict just how long it will take to make repairs and operate safely. I just think customers may appreciate hearing more about what you dealt with over the weekend, and thank you for the hard work. But they were outraged at the outage and the lack of communication.
- Where is the funding coming from for these projects?
- I have a project the pole replacement schedule was Jan 17. It is delayed to April 18. How can PGE help to speed up.?
- Can PG&E handle lots of people charging their EV cars at home?
- Where in the peninsula is the gas work being done?
- What changes have you made this year to improve EPSS responsiveness?
- Please explain how PG&E's natural gas prices are rising when prices in the rest of the U.S. are down about 80% in the past 6 months?
- Why don't you run power lines under ground
- What other options existed for finding ways to provide service to the 8500 customers, earlier, if any?
- Are you sorry for the Camp Fire?
- What happened on Feb. 19th and Feb 20th at the substation in Oakland at 50th Avenue and Coliseum Way that impacted 50K people in Oakland and Alameda?
- Will insulating my basement help to keep my house warm? I am paying a very high price for a very cold house. My heater works on gas, a push heater from the floor. What else do you suggest?
- Rising electricity rates?
- I'm sure the public would love a chance to communicate direct with you, Aaron. To that end, will you please share your email address?
- 30% no chance try 300%
- Why was it deeper east oakland the last areas that regained power Monday. And why did residents keep getting alerts about return of power that weren't accurate--several over 24 hours.
- Multi Million dollar company that cannot get their shit together
- for 2 years now! How ""new"" is that?

- I want to upgrade from 100amp service to 200amps service. I am told it will cost \$2000 which is nonrefundable to analyze whether it is feasible. Is this accurate and why is it so much?
- Can you share progress so far in that report?
- any grant for panel upgrade?
- With California's requirement in 2035 that all new passenger vehicles sold are electric, what electrical infrastructure needs to be updated to handle the increased load for charging electric vehicles. Does PG&E have a roadmap for this?
- At least one customer on the PGE4ME Twitter feed was objecting that they were out of touch with outage status because they hadn't opted in for text or phone notifications. For a longer duration outage, like a 24+ hour outage, does PG&E use robocalls or reverse calls, even if a customer doesn't know how to access the PG&E Outage Center or obtain notifications? thanks again for explaining this. I was interested to know what else can be done, so customers like those in East Oakland, can stay informed, and I realize it can be very challenging.
- Kind of funny that you made this so that people cannot share their opinions openly in the comments. Typical brain washing corporation behavior
- Undergrounding: What is the timeline? What progress has been made? Is it posted online.
- Is PG&E actively working on decommissioning gas pipelines in order to meet the state's decarbonization goals?
- I live in Contra Costa County. I've been electrifying everything I can get my hands on - electric car, heat pump water heater, heat pump heating/cooling, heat pump pool heater - my gas bill is down to \$25/month this winter! :D But now I'm receiving notices that I'm over 800% of my Baseline Allowance and might get kicked off the preferred EV-B rate to a TOU rate, which would raise my bill enough to eliminate all savings from electrification!! My question is: will Baseline Allowance be adjusted to account for the expected increase in electrical usage as we ramp down gas usage? Is there another electrical rate plan that would still give a preferred rate but allow for higher usage? Am I doomed to just pay double because I electrified too soon?
- What is the technology that is shutting off power lines? And does this mean we will have more micro-outages? Can we have battery backup without solar?
- It's my understanding there's been a hiring freeze at PG&E. Has this freeze been reconsidered so that all the new work timelines and storm damage fixes can be handled in a more efficient time frame?
- Jesus christ, what a shit answer
- challenging time for pg&e and us (customers) with severe weather lately. what are the things you need the help from public/us to help implement what you plan to do?
- Not prepare my god
- A PG&E crew came out 4-5 months ago and replaced a power pole outside of my house. However, they never came back to finish cementing the sidewalk. There's just a piece of plywood covering the area, which is a tripping hazard. How can I get this resolved?
- how can we help to accelerate?
- Will give you respect for the EV2 rate plans
- Any tips for expediting construction work? We have been waiting over a year for an electrical panel to be updated. We have been told PG&E has everything they need from us

(all paperwork, application, etc.) but we have not heard anything. We are at the point where our remodel cannot move forward without this work.

- How realistic is the timeline for converting home heating to electric?
- what is the most efficient thing we can do in our homes to decrease our gas needs
- I believe what you states regarding increasing Gas cost @ 30% more. However, most of what my fellow PGE users and I specifically seeing Nov to Dec bills increased from \$200n to \$500; that is more than 50% increase. How do you convince customers that this increase is justified?
- What is the truth about NEM 3.0? I keep getting conflicting information from advertisers.
- What can be done to prevent wildfires. How is PG&E helping people in the Bay Area?
- Electricity from other states are extremely affordable (\$.10-\$.20/kwh per hour). What are the differences between pg&e vs. other utility companies in different stage? Why can pg&e provide affordable services such as other utility services?
- Mission yesterday?
- Why doesn't PG&E insulate their lines more, if the power settings was so successful?
- What are all the financial assistance help besides LIHEAP that can help even if you have the CARE and Medical Baseline program thank you
- this is a feedback : it is nice to hear the updates and communication from someone who lives in bay area. thank you
- Can you tell us who you are working with at the city and county level to determine priority for under grounding projects?
- Adwait. I live in a single-family house in Concord. I am interested in solar-power, but my electric bill isn't high enough to qualify due to conservation. Is there any way to get it with help for a senior?
- I mean in terms of when a solar system must be approved or installed?
- First, huge appreciation and thanks for getting power back on in El Granada a few weeks sgo. The five crews working to rebuild five poles in less than a day were amazing. Given that a single downed tree knocked out 5 poles, I'm motivated to see more of the eucalyptus trees removed. Are there any opportunities for customers to partner with pg and e to help motivate the problem trees?
- How expensive is this effort to inspect, cut & prune over 1 million trees each year?
- How do I share individual feedback about vegetation management with my local PG&E? We have a whole lot of trees growing underneath the PG&E 12kV. In past years I have repeatedly asked that they mark my account to please discuss the routine inspections with us each year. That way, we can coordinate and cooperate on the trimming. I also want to express concern on the inconsistency we saw between the June work verification and the October inspection. It's difficult and I realize being an arborist is an art.
- Why is there joking in this presentation when PG&E is on trial for killing four people?
- How does an area get classified as wildfire area? We had a major hillside fire behind our homes in Daly City?
- I understand the need to keep powerlines clear, but there are better and worse ways of pruning trees, based on principles that a trained arborist would recognize. For example, branches should be cut without leaving stubs and should be cut just outside the branch collar -- in order to protect the health of the tree and prevent triggering watersprouts. PG&E frequently fails to prune trees the correct way and, rather, hacks the limbs off trees in ways

that disfigure them. Are there any efforts to spread awareness of better pruning practices among your workers?

- You surely remember the power surge, fire and many day electric outage that occurred on June 21st last year centered in Emerald Hills. PG&E crews were working prior to that massive power surge and fire at that site. Why has Cal Fire not yet released its report on the cause of that fire. It looks clear that it's a cover-up for another PG&E mishap whose reporting would threaten its status as a safe utility, which is crucial to shifting cost burdens off of PG&E onto the public. Thank you for any new information.
- We are consistently negatively impacted by power outages while homes directly across the street maintain power. What's the reason for this and what can be done about it?
- What work are you doing to make sure the old equipment issues of the Paradise Fire are no longer a threat to public safety?
- Will PG&E commit to communicating to the public in a complete way, should these tree removals happen on public parks and land?
- Mountain G Enterprises did a good job knocking on our door before starting the trimming work this year. For the October 2022 inspection, the consulting utility forester or arborist who did the inspection did not contact us. So the customer contact over the past 3 years has been inconsistent. I know they have good intentions, but we are an interested and engaged customer with a lot of trees so we want proactive contact from the inspector and to discuss the upcoming tree trimming to expect. Should I call or email my local PG&E office to get in touch with the vm supervisor?
- You're relocating items above the pipeline?
- PG&E's own studies show trees are not a safety concern for gas pipelines. Why is PG&E continuing to spread this misinformation?
- How can I find out where the gas pipeline around my house?
- Can you please explain what are the top three threats to gas pipelines, and what PG&E is doing to address each?
- How many trees does PG&E replace/plant each year?
- You don't prune back to laterals. I often see PG&E topping trees at random points along the branch
- Very Very Good Presentation - Excellent
- Why can't you sign up for budget billing if you even have a history of a late payment, especially when bills have suddenly quadrupled?
- will you have a link to the recording?
- Does PGE give credit for installing solar panels?
- Thank you for hosting this event. We live on XXXXXXXX XX, El Cerrito, and experienced a 20+ hour power outage during the storm in December due to a fallen tree on a neighbor's property. Still, trees on this property lean close to power lines, touching these during gusty winds. Please look into safe trimming.
- what are the last pg&e bills from each presenter? and are you happy with your bills?
- Under what circumstances would PG&E consider opening a Customer Resource Center for an outage like Oaklands?
- Thank You, and Much Love to the crews working hard to restore power and prevent outages
Be Blessed

- Here is a UC Berkeley article on winter energy costs
<https://energyathaas.wordpress.com/2023/02/21/a-very-expensive-winter/>
- You keep talking about ""gas"" rates. You have not discussed how electric rates have substantially risen sky high. Why are rate payers paying higher bills to fund all your wrongful death lawsuits instead of your shareholders?
- There is a public perception that PG&E spends a lot of money on things outside of providing energy. Salaries are notoriously high, there is always a TV or radio ad on, and lots of lawsuits for PG&E to pay. Any thoughts on ways to decrease costs in these areas
- Pipeline outage from El Paso Natural Gas pipeline - it came back into service on 2/14.
- How do you plan to serve senior customers in the future that can not afford to convert to solar systems... mortgage etc...
- We keep our thermostat at 64, but our total bill is \$600-900 - why? We are cold, but paying crazy prices.
- This can cost a customer between 0 and \$90 per customer/year.
- On E-TOU-C plan, the allowance does not get rolled over on price change (3 times a year).
- That wasn't my question
- We only have electricity (no gas) and have seen increased usage during times of days and months that do not line up with our activities - ie higher usage when there's less people in the house or when we are asleep rather than at home and awake using devices. We have space heaters only and turn them off in rooms when people are out of the house and yet still that is when there's the highest usage when compared to comparable previous months and times of days. I know others in our community have experienced the same. Why has the reported usage increased and not seemingly in line with real activity?
- Has PG&E considered adding automated shut off valves in areas where there is a high wildfire threat (Zone 2 & 3)?
- To Aaron - how can our Oakland Hills community submit inputs to the 10K-Undergrounding model, before it's updated this year? Where can we send the inputs or participate in public hearings?"
- Is there a variance for the 10' max tree height in the wire zone if it's in an urban area that receives regular maintenance?
- Nice job, all. This was an informative town hall and y'all did a great job tonight.
- I just pulled up my bill, \$828.38. How is it so high, if we are keeping our thermostat low? How do they determine an allowance for tier 1 allowance? There are 6 people in my household.
- Why is PG&E unwilling to meet with the Lafayette community to discuss gas safety?
- I am calling bluff
- Sorry, but previous meetings did a better job of taking and answering questions. I am disappointed in the engagement and willingness to share questions in this forum. If you'd like to respond to me, please send to my email at xx@gmail.com. (M. Dawson). Thank you.
- Is this not a venue to get any questions answered? Is this only for vegetation control?
- I'm sure most were about billing. cowards.
- Thank you for the presentation and for all of your hard work!
- we don't want you to be ours tho
- Thank you. Please reach back to us at xx.xx.xx@gmail.com
- hopefully you can get hired at a new public utility company

- Will do!
- Regina XXXXXX is interested in partnering with PG&E about trees in my area. I'm in San Bruno at XX Del Norte Drive.
- we will work together :) thank you for the town hall. lets continue