

## Regional Town Halls

### Quarter One Regional Town Hall – Bay Area Region Summary

On March 14, 2024, 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 winter storm response efforts, shared savings programs for customers, provided safety and preparedness 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:** March 14, 2024
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 368
- **PG&E Presenters:**
  - Aaron Johnson, Senior Vice President, Local Customer Engagement
  - Jake Zigelman, Regional Vice President, Bay Area Region
  - John Gilginas, Regional Safety Director, Bay Area Region
  - Mike Bockrath, Regional Senior Manager, Bay Area Region
  - Monica Tell, Regional Senior Manager, Bay Area Region

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 winter storm response efforts, 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
- 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 58 questions and comments were received.

The Q&A portion focused on the following themes:

- Rates
- Energy use
- 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 can be found at <https://youtu.be/UhWKO9BJFDE>.

Additional presentations and recordings of past PG&E Regional Town Halls are available at [pge.com/webinars](http://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 our work in your region, customer saving programs and safety tips.



### PG&E Virtual Town Hall Bay Area

Alameda, Contra Costa, San Francisco and San Mateo Counties

Thursday, March 14 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 800-369-2104 »](#)

Conference ID: 7652844

We'll share how we are working to operate efficiently to help better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Aaron Johnson.

**We encourage you to join and learn more about:**

- Projects happening in your area
- Resources to help you save on your bills
- Safety tips and resources available

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com)

[View this webinar and past recordings »](#)

Add this virtual event to your calendar

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# MEDIA ADVISORY



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## **PG&E Invites Bay Area Customers to a Town Hall for Regional Updates, Savings Support Programs and Safety Tips**

*At March 14 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 customers to a virtual town hall to learn more about work in your region, customer saving programs and safety and preparedness tips.

On Thursday, March 14, from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Aaron Johnson, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E's website, [pge.com/webinars](http://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
Bay Area	Alameda, Contra Costa, San Francisco and San Mateo	March 14, 2024	5:30 – 7 p.m.	Link: <a href="https://bit.ly/3SWkZ8x">https://bit.ly/3SWkZ8x</a> or Dial-in: 800-369-2104 Conference ID: 7652844

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit [pge.com/webinars](http://pge.com/webinars).

### **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](http://pge.com) and [pge.com/news](http://pge.com/news).



## Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- Does MS Teams offer Closed Caption?
- Were getting the voice twice. Can you make that stop? (Unverified). OK-it's fixed now with the 3rd speaker.
- Are there any energy efficient assistant programs that PGE offer to renters, similar to what is offered to Homeowners?
- Why do we have to use the third party AVA to pay the PGE?
- Is there a plan to discuss the current cost? For some of us the cost per month is almost \$1000 which is a lot for a utility bill.
- We are seeing nothing. Speaker keeps cutting out. Is he on his cell phone?
- Why do our rates keep increasing?
- When I purchased my EV, the off peak rate for EVs was \$0.13 per kWh. Now it is \$0.36. It is now more expensive to drive an EV than a gas car. How an oil company can deliver oil from other side of the globe cheaper than PG&E can deliver electricity, despite an EV being 4x more efficient than that gas car?
- I was out of town July/august two years ago, but PGE charged me as if I was at home. Can you explain what is going on? Why was I charged for PGE when my electricity and gas were not in use. Please explain.
- I have called CS many times and they can't give me more information. They keep blaming the high costs on me when I have been trying to conserve as much as I can. I don't turn on lights during the day, or cook, or do laundry. They were very unhelpful and some were outright rude. (its the biggest in PGE history? perhaps because PGE doesn't pay to maintain its equipment. why? (Unverified) asked "I was out of town July/august two years ago, but PGE charged me as if I was at home. Can you explain what is going on? Why was I charged for PGE when my electricity and gas were not in use. Please explain.")
- I live in a one bedroom with my child in SF and I am paying over \$130 in PGE bills AND we are getting bad servicers.
- Feb 4 I received a PG&E alert that there was a power outage in my area (Pleasant Hill, CA), The power was out for 19 hours. I never received any updates. How come?
- Also, can you comment why when an SF resident like me reaches out to PGE during outages, I am being connected to CS in LA.
- After all this work is complete, will prices come down?
- Can you charge rates according to income?
- What percentage of PGE's lines are currently underground and what percentage is the goal?
- PG&E reports it made a \$2.24 billion dollar profit last year — a 24% increase from the year before. Why are rates going up if so much profit is being made?
- PG&E increased profits by 25% for over 2 billion dollars. Why is there rate hikes when you clearly have the funding. Is there a plan to roll back the hikes?
- I invested 40k in a solar system but cannot upgrade to a battery system without risking my NEM 2. NEM 3 no longer makes fiscal sense to install solar. Is there any way to lock in NEM 2 for adding a battery?

- Recently we had to push back on an above ground transformer upgrade/install presumably as part of the EV infrastructure upgrade process - we are wondering why an underground installation wasn't the default option.
- So this current rate hike situation is more or less a catch up on maintenance and will peak, then begin a decline?
- I already signed up to all the programs you offer, and nothing is helping.
- I never received the power restore alert either
- Can you speak to this please? <https://www.santacruzsentinel.com/2023/03/23/letter-pge-ceos-outrageous-salary-amid-shoddy-service/>
- How can you justify such high rate increase after increase while profiting over \$2 billion last year? We already have the highest energy rates in the country. Seems gravely unjust.
- Can you speak to this please? <https://www.mercurynews.com/2023/10/28/liccardo-pge-must-curb-wasteful-spending-before-receiving-rate-hike/>
- My mother is on dialysis during a 22 hour outage for us. Is there anything that can be done for her other than going to an ER? Her equipment is at home and she could not warm her liquid so this made for a very painful infusion period.
- Could you please explain the energy measurements listed on our bills and how they translate from usage into kWh or therms?
- Can you please talk through how much/often you use certain energy/appliances translates to approximately how many kWh or therms, which then translates to approximately how much cost?
- How about customers who don't qualify based on income? Are you looking for options to lower the production/service/delivery cost? Waiting until 2025/6 is a long time from now.
- Do you have an onsite energy assessment provided by PGE or an authorized contractor e.g. for insulation, FLIR analysis etc?
- Where do heat pumps fit into this financial assistance matrix? Are there subsidies, supports or tax rebates for people who are not low-income?
- Thanks, I will bookmark that link.(Chris (Unverified) asked "Where do heat pumps fit into this financial assistance matrix? Are there subsidies, supports or tax rebates for people who are not low-income? ")
- Do heat pumps make more sense for people using electric heat rather than those of us with gas heating?
- Can you distinguish between a stockholder and a shareholder?
- Will you have more subject matter experts to stop hiring?
- How often do we need to replace or refresh our stock of water and batteries in an emergency kit?
- Hi - I live in a high fire risk area. How and where do I see the status of undergrounding in my neighborhood?
- Asking again. My mom is on dialysis, during the 22 hour outage she had no way to run her equipment. Can PGE supply a way to people on critical equipment? How can she prepare if this happens again?
- I know you wouldn't know about wiring people bury in their yard, but does 811 know about commercial lines that may be in the back of the property or only between the street and the main connection?

- Could you please explain the peak hours usage for CleanPowerSF? Is it a cost savings program that you can opt into or is everyone automatically enrolled and impacted by WHEN they use energy, getting charged more between 4-9PM and only getting savings if you minimize use during those hours, rather than having a choice for a lower cost plan in general that then charges a premium for energy use during peak hours?
- Thanks for addressing my question. I went to [pge.com/undergrounding](http://pge.com/undergrounding); there is no map that shows planned work.
- I understand the reasons provided as to why costumers are seeing steep rate hikes. HOWEVER, it is unacceptable to put this undue burden on constituents who are already struggling immensely due to inflation happening on all other sectors. The rate hikes are not supported by the public. We have not been heard. My own rate has gone from about \$40 to about \$70/month. This is a burden to my already stretched budget. I know the project that is supposedly being funded by the rate hikes is important. But better budgeting practices should allow you to slowly fund this project with the existing rates. Reconsider how you budget this project. No to rate hikes!
- Thanks for all your answers.
- Will you have more subject matter experts to stop hiring? (Customer submitted two times - different time stamps)
- How about customers who don't qualify based on income? Are you looking for options to lower the production/service/delivery cost? Waiting until 2025/6 is a long time from now.
- Yes my mom is on dialysis how can she prepare
- Could you please explain the peak hours usage for CleanPowerSF? Is it a cost savings program that you can opt into or is everyone automatically enrolled and impacted by WHEN they use energy, getting charged more between 4-9PM and only getting savings if you minimize use during those hours, rather than having a choice for a lower cost plan in general that then charges a premium for energy use during peak hours? (Customer submitted two times - different time stamps)
- lol
- I asked questions 3 times yet they were never presented
- Can you tell me how to get solar panels With IRA
- This is a general question that would be helpful for all, not personal: Can you please talk through how much/often you use certain energy/appliances translates to approximately how many kWh or therms, which then translates to approximately how much cost?
- If PGE has the available funds why are the rate hike repeals not going now
- Why does PGE need to do rate hikes to "catch up" when you have billions in profits. Why should we expect rate hikes to go down if you are increased rates when you are profiting, would you just increase rates.
- Rates have increased this year alone in the last 4 months by 16% far more than the 4% your claiming in the last 5 years rates have increased 100% none of this indicates 2-4%
- Does it feel good to lie out of your teeth.
- Does It hurt to work for a company that holds the entire Northern California prisoner to a monopoly that exploits us to make billions of dollars
- I'm sure you sleep soundly on that bed of money in your warm air conditioned house, while we freeze in the winter