

Regional Town Halls

Quarter One Regional Town Hall – Central Valley Region Summary

On March 9, 2023, PG&E held a regional town hall for customers in the Central Valley 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

Central Valley Regional Town Hall Summary

- **Date:** March 9, 2023
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 209
- **PG&E Presenters:**
 - Joshua Simes, Regional Vice President, Central Valley Region
 - Cornelius Morgan, Regional Safety Director, Central Valley Region
 - Tracy Mello, Regional Senior Manager, Central Valley Region
 - Kelly O'Flinn, Supervisor, 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 63 questions and comments were received.

The Q&A portion focused on the following themes:

- Vegetation management
- Infrastructure
- Gas

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=hnf1HDCNvCU>

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 Central Valley
Town Hall**

Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne Counties

Thursday, March 9 | 5:30 – 7 p.m.

Join webinar »

Call 888-282-0380 »

Conference ID: 7273198

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, Joshua Simes
- 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 Central Valley Region Customers to Town Hall for Updates on Local Projects and Vegetation Work

At March 9 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Central Valley 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 Joshua Simes.

On Thursday, March 9, 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
Central Valley	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne	March 9, 2023	5:30 – 7 p.m.	Link: https://bit.ly/3koPx4b Dial-In: 888-282-0380 Conference ID: 7273198

During the webinar event, customers can:

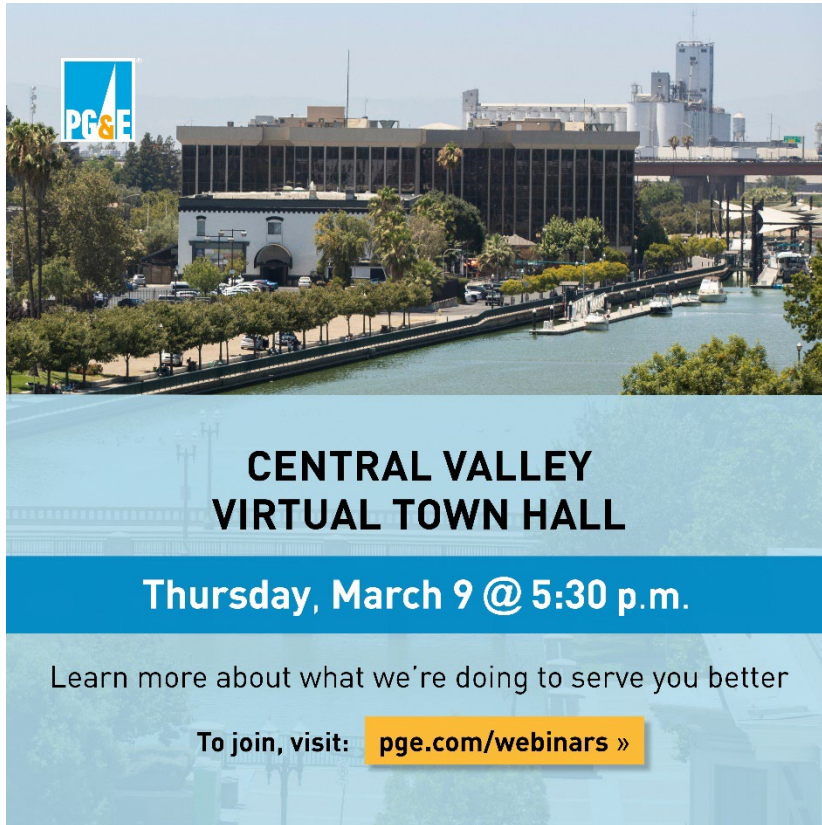
- Hear about recent work in your region
- Learn more about vegetation management work in your area
- Provide feedback and ask questions of the local leadership team, including Regional Vice President Joshua Simes

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 safetymactioncenter.pge.com.

INSTAGRAM POST



The Instagram post features a background image of a large, modern building with a glass facade situated along a river. The PG&E logo is in the top left corner. A blue banner at the bottom contains the event title and date.

**CENTRAL VALLEY
VIRTUAL TOWN HALL**

Thursday, March 9 @ 5:30 p.m.

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

To join, visit: pge.com/webinars »

FACEBOOK POST



The Facebook post features a background image of a river with a bridge and buildings. The PG&E logo and event title are on the left. A blue banner contains the date and time. The text is positioned on the left side of the image.

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Thursday, March 9 @ 5:30 p.m.

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pge.com/webinars »

X (TWITTER) POST



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NEXTDOOR POST



**CENTRAL VALLEY
VIRTUAL TOWN HALL**

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pge.com/webinars »



Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- Why did it take over 8 days to get our power back on at Bass Lake, then in less than 12 hours it went out again for another day?
- I was contacted in September 2022 to have 4 beetle killed pine trees dropped that threaten PG&E power lines. I'm located off Inspiration Drive East and HWY 88. Why were they not removed? Was the tree removal program stopped? I'm worried about trees dropping on power lines. Should I drop the trees myself?
- Because the errors in PGE's maintenance is by the decision of PGE'S executives, why not make them accountable for their bad judgement (taking it out of their salaries, especially the ones who make in the millions) rather than passing it on to the people, you, your clients, who have no power over how PGE is managed?
- Why is my nat gas and transportation cost approx \$22/Mcf when nat gas prices in the national avg is ~ \$3.60/Mcf?? How can anyone afford this, should we go back to burning cow dung for fuel??
- We bought a new house and bought the solar system as well in October. We still do not have the system generating power. The solar company could not even start the process until January, citing pending approval from PG&E. Once the approval was given then they have begun troubleshooting and next schedule to check at the end of this month. Why does PG&E take so long to authorize solar??
- Why does PG&E need to buy this gas, when we can find and develop this nat gas in Calif????????????????????
- Why is nat gas prices in Calif for my home use so high?
- When PG&E removes dead trees, I understand trees trunks dropped near Placerville are cut up into ""rounds"" to help in making firewood from trunks. Why am I not offered cutting up my trees into rounds that threaten PG&E power lines in Amador County?
- PG&E T-men can't go on roofs now and need we are being told we need a crew to do normal Disconnects and Reconnects, because of this new rule or someone else to hold a ladder at the bottom or a PG&E observer for safety concerns and not the contractor?
- My address is XX North Chaparral Court, Pioneer
- is PGE going to introduce or focus on programs that help the middle class?
- How long will it take to put the 11k miles of line underground?
- This is all a big Joke to your T-Men employee's and they are canceling our jobs left and right because of this internal fight between management and T-Men the sad thing is the joke is on the customer and the contractor, because of this internal issue and you had with a T-Man falling off the roof when it was wet I might add, you now have supervisors and Superintendents running around taking pictures of your T-Men getting them in trouble for climbing a ladder to do the required job. This is a huge financial burden on my company and its to the point where we have started to file claims and next will be a lawsuit over lost revenues, yes it to that point every day this week in Bakersfield and Fresno this week this has happen.
- How do you decide which area is in the Central Valley?

- Where can I see a schedule of equipment and/or pole replacement in my area?
- So the decrease in cost is not just for one month?
- Where can I find more info about what is happening in my region? SJC
- How do I find out the status of my tree removal request I signed?
- Why are you letting CARB control our natural gas.
- I posted a questions
- I have looked thoroughly for an actual office to speak with a supervisor face to face. I have not been successful. Where can I go for an actual office?
- I have an old pole that is placed protruding into the street. How I can get it re positioned?
- We are not in a high fire threat area. Our trees were at least 20 feet away from lines and the arborist said they were too close! We trimmed them.
- We are not around transmission lines.
- ok
- Thank you, Sarah
- Thank you. XX N Preuss Ave. Clovis, CA 93619
- Does the dimension start at the centerline of the pipe or outer edge of pipe? gas transmission main?
- How do I find out the status of my tree removal request I approved?
- Why are these parameters not followed in Santa Cruz County? Sorry, not used to this program
- I contacted pge about an old tree and vines that are wrapped around a pole in an easement. Never got a response. The tree is in my neighbor's yard, but they are elderly and can't deal with it. Birds and rats are nesting in the vines on the power lines.
- I used the app. This was last summer before the heatwave.
- Is there a video feed for this town hall?
- How do I figure out where my gas transmission lines are?
- What is the tree clearance you need?
- I have questions!
- Is there a video feed for this town hall?
- Please post the contact site, phone and email address again where people can submit tree safety information. the slide went by quickly.
- Would I need to have them out to my property to check whether my shrubs/trees are a problem? Or do you wait until there is a problem?
- The link <https://bit.ly.3ILPEY5> is not working
- Thank you. What happened to the audio?
- How often does that happen? Our there members of PGE on the commission? If so, that's letting the fox in the hen house to eat has it pleases.
- When PG&E drops dead trees, can I insist in my tree trucks be cut into rounds?
- Thank you!!
- Have been having a terrible issue with a PG&E employee since last June. After shutting down my power, started demanding money. After spending close to \$7k he decided to reconfigure my PG&e bills for the last several years, mailed to me directly and now I have an additional \$11000+ bill. The only answers I could get from him is ""because I said so"" and general threats. I asked for his supervisor but with the coercion I received same results.

- Where can we get the direct contact information for the regional leadership team of Joshua Simes, Cornelius Morgan, Tracy Mello and Kelly O'Flinn?
- Not sure if the issue is on my end something else.
- Who do I contact for this issue and how? I've called every number available to me but the filtering of phone calls I am just ran in circles.
- Is the gas really costing more to purchase/generate? Or did the price go up to gouge PGE as the buyer (economics)? If it costing more to generate, why is that?
- my service id is XXXXXXXXX
- Thank you. What is the difference for the site just mentioned, sounds like ""Right tree right place""? What is that site address?(Keith asked ""Please post the contact site, phone and email address again where people can submit tree safety information. the slide went by quickly.
- Are poles still wood or some new synthetic material?
- My address is XX Avenue 54, Alpaugh 93201. Someone came out a few months ago and marked the electric line from pole to house with red flags but could not tell me why they were doing it.
- I REALLY need the power restored to my home.
- Dave, my address is XX North Chaparral court, Pioneer
- Dave, When PG&E drops my dead trees, can I insist in my tree trucks be cut into 16"" rounds?
- emailed my request
- Dave, Thanks for your prompt response!!!
- Will rates return to lower prices in the foreseeable future?
- What is the best solar program available to residents to get solar on their roofs?
- Sarah, thank you for reaching out. I'm replying to Dave's video request for my address. Would really like the trunks cut up into 16"" rounds!
- How can you know if you have a gas leak underground ?
- thanks to all for your time and help!