

Regional Town Halls

Quarter One Regional Town Hall – Central Valley Region Summary

On March 12, 2024, 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 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

Central Valley Regional Town Hall Summary

- **Date:** March 12, 2024
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 131
- **PG&E Presenters:**
 - Josh Simes, Regional Vice President, Central Valley Region
 - Daniel Keferl, Regional Safety Director, Central Valley Region
 - Greg Race, Regional Senior Manager, Central Valley 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 9 questions and comments were received.

The Q&A portion focused on the following themes:

- Customer Resources
- Rates
- PG&E Communications

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/m4JVY2Dmlms>.

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 our work in your region, customer saving programs and safety tips.



PG&E Virtual Town Hall Central Valley

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

Tuesday, March 12 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 800-369-1776 »](#)

Conference ID: 8077600

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, Joshua Simes.

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

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

Add this virtual event to your calendar

[Outlook/Cal](#) [Google](#) [Outlook.com](#) [Yahoo](#)

[f](#) [X](#) [in](#) [Instagram](#) [YouTube](#)

MEDIA ADVISORY



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PG&E Invites Central Valley Customers to a Town Hall for Regional Updates, Savings Support Programs and Safety Tips

At March 12 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 customers to a virtual town hall to learn more about work in your region, customer saving programs and safety and preparedness tips.

On Tuesday, March 12, from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Joshua Simes, 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.

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 12, 2024	5:30 – 7 p.m.	Link: https://bit.ly/42G5wN3 or Dial-in: 800-369-1776 Conference ID: 8077600

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.

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.



Appendix B:
QUESTIONS RAISED DURING THE EVENT

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

- 2 questions; 1- The cost of energy & gas and cost transparency is super important especially for families living pay-check to pay-check, does your team have an ETA for decreasing PG&E cost. 2- Savings Support Programs are amazing but also require an equitable approach to all customers, is your team looking to expand financial support to families or households that may not meet the financial parameters of these programs.
- Does PG&E also provide facilities like free
- Loan for solar power and also to make our road clean and safe so the firefighter can have a better access to prevent any possible huge wildfire. "
- Does the Go Green Financing only fund with contractors on their site or can any contractor including DIY be covered?
- Will the "currents" site provide communication information with a rep if you have further questions not addressed?
- The Energy Efficiency Financing program seems to only pertain to businesses/commercials, does PG&E have a similar program or financing options for residential customers?
- Has PG&E explored collaborations with local community-based organizations and providing them with awareness and materials on disaster preparedness and the robust resources being discussed today. It seems like the disconnect is equitably connecting the messaging and resources to hard-to-reach communities that need it the most. Including increasing language capacity.
- I am concerned with pge rates. You said earlier you want to keep rates at a 4% increase, but my bill has increased 25% on the rate/kWh in the last 13-15 months? Can you please explain?
- When do you set your rates?