

Regional Town Halls

Quarter One Regional Town Hall – North Valley & Sierra Region Summary

On February 21, 2023, PG&E held a regional town hall for customers in the North Valley & Sierra 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

North Valley & Sierra Regional Town Hall Summary

- **Date:** February 21, 2023
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 170
- **PG&E Presenters:**
 - Joe Wilson, Regional Vice President, North Valley & Sierra Region
 - Paul Jeske, Regional Safety Director, North Valley & Sierra Region
 - Jim Monninger, Regional Senior Manager, North Valley & Sierra Region
 - Ryan Willis, 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 53 questions and comments were received.

The Q&A portion focused on the following themes:

- Billing, pricing and rates
- EV
- 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://youtu.be/nb2gzPa4W3M>

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 North Valley & Sierra
Town Hall**

Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo and Yuba Counties

Tuesday, February 21 | 5:30 - 7 p.m.

Join webinar »

Call 888-790-3409 »

Conference ID: 5452678

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, Joe Wilson
- 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 North Valley & Sierra Region Customers to Town Hall for Updates on Local Projects and Vegetation Work

At Feb. 21 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

SACRAMENTO, Calif. — Pacific Gas and Electric Company (PG&E) invites North Valley & Sierra 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 Joe Wilson.

On Tuesday, Feb. 21, 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
North Valley & Sierra	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo and Yuba	Feb. 21, 2023	5:30 – 7 p.m.	Link: https://bit.ly/3XkTZQ3 or Dial-In: 888-790-3409 Conference ID: 5452678

During the webinar event, customers can:

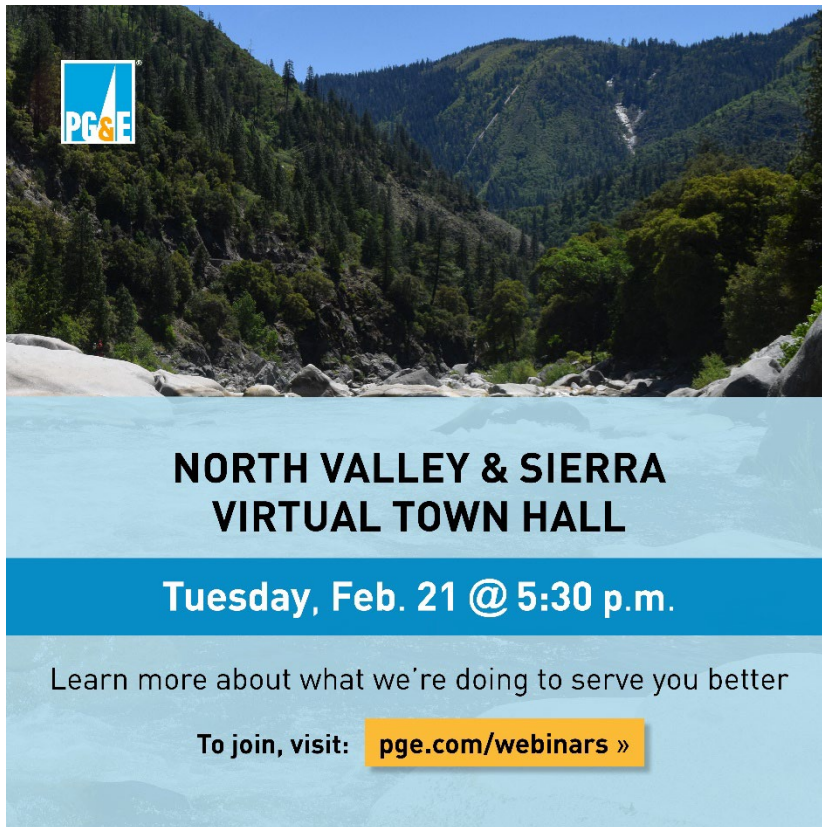
- Hear about recent work in your region
- Learn more about vegetation management work in your area
- Provide feedback and ask questions of the local leadership team, including Regional Vice President Joe Wilson

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



PG&E

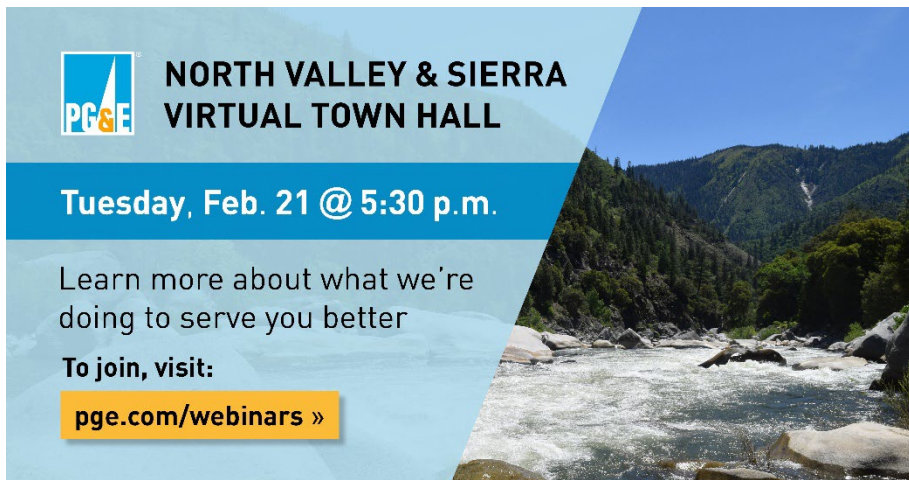
**NORTH VALLEY & SIERRA
VIRTUAL TOWN HALL**

Tuesday, Feb. 21 @ 5:30 p.m.

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

To join, visit: pge.com/webinars »

FACEBOOK POST



PG&E **NORTH VALLEY & SIERRA
VIRTUAL TOWN HALL**

Tuesday, Feb. 21 @ 5:30 p.m.

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

To join, visit:
pge.com/webinars »

X (TWITTER) POST

PG&E **NORTH VALLEY & SIERRA VIRTUAL TOWN HALL**

Tuesday, Feb. 21 @ 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

PG&E **NORTH VALLEY & SIERRA VIRTUAL TOWN HALL**

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[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.

- I have 6.5Kw solar system.. and even with that.. I am seeing \$500+ a month in energy. A few years ago with 2.5kw system we saw our bill down to about \$150 a month. With a 4Kw more system.. why are we STILL seeing insane prices? Everything I read says that we're paying for all the fires and lawsuits.. which is completely unreasonable given that was not us users faults.
- I appreciate the efforts made to prevent power outages by removing trees. When will the trees PG&E downed be cleaned up off our properties? The trees and branches left behind will pose fire danger come summer. They have been sitting on our property since July.
- Why are the gas prices so high?
- With EPSS increasing the frequency of shutoffs, how many sectionalizing devices are being installed to reduce the geographic scope of outages?
- Any plans to bury lines in the Foothill areas?
- Thanks Joe.
- On the natural gas issue - won't that be an ongoing problem in CA that seems to want to move away from natural gas?
- There are many folks who believe your customers are paying for lawsuits and fines by high gas and/or electric prices. Joe touched on that a bit but please clarify.
- Does underground wiring go right up to the breaker box on the customer's home?
- There are many folks who believe your customers are paying for lawsuits and fines by high gas and/or electric prices. Joe touched on that a bit but please clarify.
- We're in Twin Bridges we've lost power so many times. Is PGe going to be pro-active vs Re-Active
- Pge seems to large to manage their region. Shouldn't PGe be broken up
- We have to dress in ski clothes in the house. To cut down on our PGe bill your so much more expensive than our other properties
- PG&E has submitted a request to the CPUC to recover costs associated with the wildfires between 2015 – 2018. Meanwhile fire victims in the North Valley & Sierra Region are still recovering from the devastating fires cause by PG&E and will not recover 100% of their losses via the Fire Victim Trust. How does PG&E justify a rate increase that will be borne by the very same ratepayers who had their homes and lives destroyed by PG&E?
- Is there any under grounding happening in places where there are intact forests or is it only being done where a burn has already happened?
- We have had our property in Twin Bridges for many years most storms we loose power can't you underground our area
- Is there any under grounding happening in places where there are intact, growing forests or is it only being done where a burn has already happened?
- What is your policy about removing the branches and wood after it is cut?
- Next time explain where to go for Q&A it took me awhile to find the icon

- I live in Rio Vista. I've been impacted by power outages due to above-ground power lines being struck by vehicles along narrow roads. I appreciate PG&E monitoring overhead and nearby growing vegetation, but what can be done for us In the Delta?
- I'm paym
- Whats the plan to underground power lines in high threat area's. It seems long term it would be much more cost effective and less resource intensive. What I want to know is PG&E plans to reduce rates long term. That is the #1 issue that needs to be addressed.
- You speak about tree maintenance, however, with the storm which happened in Alta Sierra 12/21 - 1/22, your PG&E utility poles were never maintained & I hae lived here since 1997. There were 500 utility poles that broke & I was without power for 3 weeks. You have just started o com & trim trere on Alta Sierra Drive & XX. Where were you in previous years?
- When you cut down a dead tree that has died from bark beetles, wouldn't it be better to haul away the tree to help mitigate the spread of the beetles?
- Im paying a huge amount on PGe bills also when we loose power my generator eats up huge propane bills. Combined monthly bill is 600.00 for one month. Hugely unaffordable. Pge is making my retirement very uncomfortable
- Wood debris management?
- How does one get the "Request for Wood Management" form?
- Can we find out where the major gas pipelines are located?
- Where did you advertise this event so your customers would know about this important information? How are you focused on safety communications if you don't issue a press release or advertise these events?
- Should Pge have their own fire helicopter to stop fires before they get out of control "
- whats the best process to having wood chips dropped off at our houses?
- We are being told that the EVM is discontinued however you state that there is a modification. What are the modifications and when do they start.
- We appreciate all the hard work that PG&E staff and contractors do. However we have noticed that tree trimming clearances in urbanized areas are by far in excess of the guidelines that were just shown during the presentation. Also, cutting seems to be indiscriminate to tree health. how can tree trimming practices be improved?
- How are you working with insurance industry to tell them about your wildfire mitigation activities so we are still able to have homeowner insurance rates that are reasonable?
- Hi - I'm the person who asked about when the trees the PG&E crews cut down will be removed. My address is XX Lady Jane Road in Grass Valley. Crews came and removed SOME of it, but left a lot, and it's in my goat pasture. It's very problematic. The crews said they won't be back.
- I'll try to email. Calling hasn't helped. Thanks for listening. Email is silly: xx@gmail.com. Phone is XXX-XXX-XXXX.
- If someone gets a CALFIRE Defensible Space violation as a result of trees left by PG&E crews, who should they call/email to have the material removed ASAP?
- Can I please get some information on the generator switchover program?
- These programs are all well and good to address the pain of pg&e bills but they do nothing to address the fundamental problem of some of the highest rates in the nation. What are you doing to address your underlying costs?
- Thank you

- As an example, why does PG&E give money to political parties and or initiatives i.e. prop 8. Stop giving to politicians and use that money to reduce my rates.
- Any plans to underground east shore Lake Almanor?
- When is Nevada county going to be part of the undergrounding project?
- How can we know if or when undergrounding is planned on a given street? PG&E subcontractors have been marking existing underground infrastructure and shooting coordinates but no one can tell us if lines will go underground this year, next year, or ever
- What about when the PUC fines pg&e are those costs passed on to your customers?
- Is there any way to know if healthy green trees were marked for removal due to planned system upgrades or for EVM that is no longer necessary due to EPSS?
- I just want to say that pge does an outstanding job of restoring power quickly when it goes out. I appreciate the employees' hard work.
- XX@upperridge.info is my best contact. vegetation manager on my property last week told me he couldn't find any records related to the markings
- I think they should be included in the group we call our emergency response heroes.
- It was really great that you provided bill credits for those effected by the San Bruno gas explosion. Do you plan on providing similar bill credits for wildfire survivors who are waiting to be paid for their losses?
- Yes break it up and allow the city of Rocklin to join Roseville power. Stop holding us hostage.
- Appreciate you guys doing this, but PG&E has dug itself a huge hole over the years and you have a long way to go to gain any level of trust back
- Great job, very informative. Thank You!