

Regional Town Halls

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

On February 22, 2024, 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 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

North Valley & Sierra Regional Town Hall Summary

- **Date:** February 22, 2024
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 128
- **PG&E Presenters:**
 - Joe Wilson, Regional Vice President, North Valley & Sierra Region
 - Paul Jeske, Regional Safety Director, North Valley & Sierra Region
 - Wes Anderson, Regional Senior Manager, North Valley & Sierra Region
 - Alison Wukasinovich, Regional Senior Manager, North Valley & Sierra 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 18 questions and comments were received.

The Q&A portion focused on the following themes:

- Wildfire Safety Work
- Rates
- 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/F-8iwnkBdyA>.

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 North Valley & Sierra Town Hall

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

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

[Join webinar »](#)

[Call 888-469-0694 »](#)

Conference ID: 7883249

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, Joe Wilson.

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



Marketing & Communications | 415.973.5930 | www.pge.com

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

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

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites North Valley & Sierra customers to a virtual town hall to learn more about work in your region, customer saving programs and safety and preparedness tips.

On Thursday, February 22 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Joe Wilson, 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
North Valley & Sierra	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo, Yuba	February 22, 2024	5:30 – 7 p.m.	Link: https://bit.ly/3HvRPqz or Dial-in: 888-469-0694 Conference ID: 7883249

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.

- Can this meeting be translated in Spanish..por favor
- Isn't it true that the latest price increase , in light of the judgement against PG&E, is to satisfy your shareholders and that your customers' concerns are not a priority?
- When will have underground power lines to prevent fires in Vallejo? I know that much of the recent price increase goes to undergrounding. Thank you.
- When is undergrounding to start in Igo-Ono?
- I reviewed the site and did not find a map or anything of specific locations.
- Where can I find a list of rate increase requests submitted to P.U.C.?
- Specifically, when is undergrounding to begin in Igo-Ono?
- Sorry that wasn't clear. When is work to start in Igo/Ono. Is work going to continue off of Gas Point?
- Thank you.
- Do the rate increase requests include budget information (cost breakdown) for each program and or project?
- Do you have AI responding to my questions?
- In conjunction with the approved PUC rate increase, is there a commensurate increase in the energy credits for electricity generated through the Net Energy Metering program for residential solar?
- Do rate increase requests for special projects include a sunset date? Does it address a reversal of the increased rate for customers?
- Just saw an article today about above normal profits? Please explain why its necessary to raise rates!
- What is your opinion on power outages? And what would you do in that situation?
- Ok
- I have a separate power service that powers my well pump. Upon inspection the other day I notice that my power line is dipping down into my tree line. Who would I write/call to ask someone to come assess is any work is needed by PGE?
- Do you offer assistance with residential energy analysis such thermal imaging heat loss?
- I thought this town hall is going to be 5:30 - 7:00 pm. I came in before 6:00 pm and you are already signing off.
- Can I get that email address again?