

Regional Town Halls

Quarter One Regional Town Hall – North Coast Region Summary

On March 14, 2023, PG&E held a regional town hall for customers in the North Coast 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 Coast Regional Town Hall Summary

- **Date:** March 14, 2023
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 358
- **PG&E Presenters:**
 - Ron Richardson, Regional Vice President, North Coast Region
 - Corey Zeigler, Regional Safety Director, North Coast Region
 - Austin Sharp, Regional Senior Manager, North Coast Region
 - April Kennedy, Senior Manager, North Coast, 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 127 questions and comments were received.

The Q&A portion focused on the following themes:

- Vegetation management
- Billing, pricing and rates
- Infrastructure

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=ONkJ4EhKOIY>

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 Coast Town Hall

Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity Counties

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

Join webinar »

Call 877-918-6314»

Conference ID: 9196594

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, Ron Richardson
- 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 Coast Region Customers to A Town Hall for Updates on Local Projects and Vegetation Work

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 North Coast 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 Ron Richardson.

On Tuesday, March 14, 2022, 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 Coast	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity	March 14, 2023	5:30 – 7 p.m.	Link: https://bit.ly/3GRIPfs Dial-In: 877-918-6314 Conference ID: 9196594

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 Ron Richardson

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



**NORTH COAST
VIRTUAL TOWN HALL**

Tuesday, March 14 @ 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 COAST
VIRTUAL TOWN HALL**

Tuesday, March 14 @ 5:30 p.m.

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

To join, visit:
pge.com/webinars »

X (TWITTER) POST



**NORTH COAST
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[pge.com/webinars »](https://pge.com/webinars)



NEXTDOOR POST



**NORTH COAST
VIRTUAL TOWN HALL**

Tuesday, March 14 @ 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)



Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- Will all of this rain we're having mitigate wildfire risk?
- Where is undergrounding happening in the Northbay?
- Do you check trees near power lines to see if they may fall during a wind storm?
- Hi
- I am the Executive Director of a non-profit in San Rafael that is trying to complete a construction project. PG&E took a YEAR to give us a plan for upgraded power and now we have waited 5 MONTHS to schedule a date for the work to be done -- we still don't have a date. We understand there are 84 projects waiting for PG&E to schedule work. Businesses in the region cannot complete construction projects because of these massive PG&E delays. Businesses are losing money, time, and patience. What is our best recourse for getting PG&E to schedule the work on our construction project that we applied for in August of 2021?
- Start time??
- Any updates on when the PGE Empower program (for EV chargers) will begin? Website says ""early 2023"", which, by my thinking, should be no later than the end of this month. Can you provide any additional information? Thanks.
- How do I know if I'm on a fast trip circuit? Since we can't get warnings for fast trip events, like with PSPS, medically dependent people need some ability to know if we're part of a fast trip circuit. Thanks.
- PGE took down a pole right outside our fence and put up a pole twice the size, It's almost 4 stories high. is it necessary to have such high poles right in the middle of a residential area overlooking someone's yard? We were never consulted about this and it detracts from our enjoyment of our yard. Is there some way to pick up a lower pole or move it elsewhere? thank you
- Why do you say a repair crew is being sent for days on the website when we have an outage? Wouldn't a realistic approximation of when the outage is actually going to be addressed be of more value to customers?
- Please give me an email address and I'll send my contact information to you.
- You're talking way too fast--hard to understand.
- 107R-131BUTI
- Have you communicated these system improvements to the Insurance companies?
- When will PG&E resolve expanded cleanup of tree work that is old (circa 2014-2016) ? I have chased these issues to the best of my ability for years, thru a variety of PG&E contractors, etc.
- Many of us cannot get home insurance, but believe the remediations you have and are undergrowing should qualify us if these new changes are considered
- When is the Humboldt Power Plant used?
- Is PG&E doing physical security hardening of distribution facilities and substations from terrorist and storm activity?referencing attacks in other states.
- Why is PG&E clear cutting our heritage trees rather than trimming them?

- Please tell the home insurance companies about these IMPROVEMENTS!
- How much (approximately) has your maintenance budget increased due to the earthquake and storms?
- As a resident who relocated from Austria two decades ago, I am curious as to why California has yet to follow our lead in placing all powerlines underground, a feat we accomplished in the 1930s. Is this a matter of financial resources, or are there other factors at play?
- Is the \$91 for all or dependent on the bill
- Often I get texts that my power is on, when I didn't even get a notice that it was off. Sometimes I come home and know that my power was out but I don't know for how long. If you can do it in real time, you can create a power outage history so that we can find out length and reason? Thank you.
- How do you choose where to offer support electricity to communities experiencing power outages? (i.e. Napa)
- How quickly is power restored in the case of a quick outage like wind or rain? Just thinking about refrigeration equipment and electronics that might suffer damage from a 2 second outage (surge), VS. power off for at least 1 minute before restore.
- When I report an outage, often the employee cannot tell me the reason for it or the likely recovery time -- can this information be transmitted more quickly?
- PG&E has weather related outages more than any place I have ever lived. Why is this? Rhetorical question, I know why.
- What are you doing to address the enormous amt of non native scotch broom that grows in the huge corridors created by your power lines?
- How to report a large dead tree for removal next to power lines on my property
- In my neighborhood a few years ago PG&E side trimmed trees next to the powerline. they subsequently died due to root exposure to sun and more fell in the following years than ever before. Is PG& E still doing this careless side trimming?
- When are you going to pick up all the wood remaining on private property and along county roads resultant from your veg management?
- I have noticed that after your workers have cut down large trees near power lines, they leave all the trunks and branches under the power lines, creating yet another fire hazard. What is being done about that?
- Do landowners have a right to ask PG&E not to use herbicides?
- Will you continue to send Unqualified subcontractors to do work? You left behind wood piles that are hazards. When will you pick up.
- \$91 for all is correct. Thank you.
- The PG&E contractors who cut trees on our property damaged a gate and left dangerous conditions. One of the worst contractors was Family Tree Service. I had to pay a private contractor to remove the hazards and clean up the mess they left. The gate is still broken. The PG&E people I have called have been friendly on the phone, but after a couple years of no progress I took a break from trying. Can you get Family Tree Service or PG&E to fix the gate they damaged?
- These corridors created by the power lines create wind tunnels through which fire can more easily pass. this isn't a question, just a comment.
- Have been trying to get a Main Panel Upgrade so I can have solar panels installed, but scheduling between PG&E, Sunrun and Napa City Inspectors seems to be impossible. This

process needs to be streamlined. Can't you find a more efficient way to accomplish this scheduling task?

- I am concerned that you place the value of your antiquated equipment (that you could replace) over the natural environment. Your "enhanced vegetation management" directly puts the forests at risk from your behavior. What is your plan to protect the trees and vegetation that are near your poles?
- Pole clearing in rural areas is sorely lacking in Tier 3 High Fire Threat areas.
- Will you use herbicides around poles? Can we opt out. How?
- I have pole to the right of my front yard and it barely gets looked at cleared from the tree that has a lot of over growth.
- Why does PG&E clear ground vegetation (grass) around poles on my property after the fire season instead of before?
- Pulse Point reports structure fires, car crashes and gas leaks to my cell phone. Could PG&E add outages to this?
- Why does PG&E blame weather for equipment failures. The problem is deferred maintenance and incompetent vegetation management.
- What can you do to protect us from transmission lines hitting distribution lines and creating again. can you repeat what the border and outer zones are for the trans lines?
- What measures are being made to protect PG&E facilities from vandalism/intentional damage?
- I'm hearing that customers who went wo power for up to 8 hours were charged by smart meters pls expl. For tree cutting, explain why debris is left behind after cutting and what you think popsicling serves
- why does PG&E send non English speaking crews to "manage vegetation" in areas where English is the primary language?
- Do you foresee a day where all the lines are buried? Seems so much safer.
- PG&E did major limbing under the transmission and distribution lines on my property and left all the debris. they did not chip or remove the debris creating more of a fire hazard than there was before. is this practice still followed?
- This can be a question for later... Why does it seem like the price of natural gas/electricity is so much higher in CA compared to other states?
- 1 million tree has been cut! that's outrages! Bury the lines PG&E!!
- Trees can be quite expensive to remove. Some trees are protected and need approval by the state or county to remove. Will P G & E perform the removal of the trees without cost?
- We are talking here about cuttind down how many trees? PG&E seems to prefer to cut trees down vs doing everything possible to save trees. Mature trees are essential in keeping neighborhoods cool. Please could you talk about that? This is a really big concern for many of us.
- Are you caught up with the backlog of vegetation management in suburban communities?
- Is PG&E still using brush heads on excavators to "trim" trees increasing the likelihood of disease?
- Where is the chat? I see only Q and A
- Are you going to hire professional foresters to make decisions about diseased trees? Can the landowner refuse to let you cut a tree they do not deem a threat to the lines.
- Professional foresters in the forest context

- XX Highway 17 Kelseyville, CA . My contact XX@comcast.net XXX-XXX-XXX
- My question was relating to the giant surges from trans lines
- Is undergrounding being performed in Humboldt? If not, is it on a schedule? Thanks.
- I used the app to report a leaning tree and nothing happened.
- Sorry but you top trees. Button
- Is PG&E collaborating with local arborists to make decisions about tree cutting/trimming?
- Sigh...
- Instead of forcing tree removal, why not bury the power lines?
- Given that it's time consuming and expensive to bury the lines, wouldn't it be better to focus on strengthening and protecting the power lines themselves?
- Can I get an adjustment to my bill following an extended power outage (10 days).
- It cost me over \$400 to heat my 400 sq. ft. studio apartment this month. It's absolutely insane.
- please do not read the text of links unless you do it properly. this is a backslash \ this is a forslash /
- Can you explain about Time of Use rate plan?
- Will I be forced to remove my gas range?
- Please answer my question about construction project delays. Construction projects waiting many months for power pose a safety danger as well, as buildings can't install things like fire alarms and emergency lights.
- We're hearing concerns that PG&E is having trouble raising capital for construction projects like connecting new homes to the grid. Can you say if PG&E is in financial trouble? I'm worried about the cost of a 3rd bankruptcy.
- Also do not leave out parts of the URL such as a sub-domain
- How can that be legal?
- What is the email for veg mgt in the North Coast Region?
- Fast Trip restoration in rural areas averages 4 hours on our circuit. The ""average"" outage times on your county by county website are misleading and don't reflect ranges. In western Sonoma County repair crews are dispatched from Santa Rosa which generally takes a minimum of 1 ½ hours to arrive on site and then the necessary inspection for a twig, squirrel nest etc. takes another couple of hours. Monte Rio Substation has a terrible record.
- Are you going to address the exorbitant charges we are facing? It cost over \$400 to heat a 400 sq ft. studio apartment last month.
- x+1 for underground power lines
- My property was surveyed by a PGE contractor and marked with red/yellow/green marker paint. the guys that did the survey told me it is possibly for future undergrounding but they did not know much. how to I find out the plan for my property lines...
- We have a trailer park. Can the sun meter be changed out to be billed directly to the tenant?
- We have master meters in a trailer park. Can PGE bill them directly?
- I just moved out of a 3 bedroom apartment with three other people living in it using computers and heaters in every room. The bill for the same billing cycle at that apartment was only \$143. There is something very wrong with this system.

- 6 miles of undergrounding in Sonoma County is abysmal. PG&E seems to be picking the low hanging fruit in maximizing horizontal boring in the Central Valley and minimizing the hard work necessary in the Tier 3 fire threat areas in Sonoma and Mendocino counties
- If a tree on private property has died and threatens PG&E power poles will PG&E remove it?
- Can you please explain why almost every other state in the United States (including geographically large states) can provide power for an average of \$0.12 to \$0.17 per kWh, but here in California, even best case (low tier1 usage) are at least \$0.32 per kWh in Lake County and more like \$0.37 - \$0.40 for typical use. We have abundant renewables (geothermal, solar, and in non-drought conditions, hydro). Shouldn't we just try to buy our power from some other state that is more skilled at producing and distributing power?
- What happens if a tenant puts their meter in upside down? Does it change the bill and what can PGE do to help stop tenants from doing it
- Are all addresses covered by the CARE program? I live in Gualala, which is a long way for most contractors to inspect/fix up.
- It seems like PG&E is punishing solar power early and current adopters. We do not receive a fair credit for the power we add to the grid and any residual credit at the end of the year are erased. The second issue is that there is criticism that solar users are NOT supporting the grid by paying the very high energy rates. It's really quite the opposite as PG&E can't supply the grid with enough power and therefore constantly requests that users cut back...wait until this time or that time. Solar power users actually back-fill tons of power that PG&E can't/doesn't provide. Instead of criticism PG&E should increase the credit to a more fair amount and support with the higher credit the new people considering adopting solar w/batteries.
- If a property has electricity and the owner has an adjacent property can the power be used by the adjacent property
- One pole failure due to an auto accident in Forestville CA, created an outage of over 2200 meters including Forestville, Guerneville, Monte Rio, Cazadero, Jenner, Occidental and Bodega Bay. What is being done to provide grid redundancy.
- What sort of training did the arborists receive during the EVM program?
- Took up to 24 hours to restore service from the one auto crash into one pole
- Do you ever move a pole rather than taking out a tree?
- Thank you.
- Additionally, by spending a large amount of money, solar adopters are in fact supporting the grid and supplying power that PG&E is unable to sustain consistently.
- We had 12 groups of people come on my property to assess tree removal for the EVM program last year. Most did not seem to know what they were doing. When some trees were cut, the person who assessed the trees had an incorrect map (incorrect property lines) and a group of trees were cut and left (vegetation still not removed). A huge mess was created
- What is status on helping people on Medical Baseline access portable battery backup? Only available to folks related to PSPS, or open to those who have been areas of recent storms?
- Is there a reason insulated conductors are not being specified in Tier 3 areas?
- Does March rebate and expected 40% decrease apply to Sonoma Clean Power users? How does Sonoma Clean Power rates compare to PGE.
- why can't we see others' questions?

- my address is XX Kortum Canyon, calistoga
- The California Housing Element requires the building of nearly 800,000 units of housing over the next 10 years. How will your existing grid handle this increase in demand? Especially vital in rural areas where infrastructure hasn't been upgraded.
- The energy use tiers on the bills do not meet the minimum use and certainly don't encourage trying to conserve energy when families have to go into tier 2 just to keep from freezing! The tiers are not realistic and tier 1 is way too small. Who regulates this and how can the tiers amounts be enlarged?
- I emailed you
- Hi,Thanks, didn't really answer my Q. Will PGE remove it?
- Thanks!
- Is there a reason insulated conductors are not being specified in Tier 3 areas?
- This may have been asked, but does it make sense to bury powerlines in earthquake country?
- Most of the conductors in West Sonoma County are bare wire conductors, not tree wire
- can you call me about my individual issue then? 831-XXX-XXXX
- Why can't I see the questions people are asking?
- xx@me.com (re:The California Housing Element requires the building of nearly 800,000 units of housing over the next 10 years. How will your existing grid handle this increase in demand? Especially vital in rural areas where infrastructure hasn't been upgraded.)
- Thanks
- Excellent presentation. Thank you all for your time and keep up the great work.
- How do we reach Austin?
- Comment. Too many acronyms for laypersons. Thanks, though for the info.
- Thank you :-)
- Thank you
- Why does it seem like the price of natural gas/electricity is so much higher in CA compared to other states?
- Thank you everyone!
- We had a tree fall in a line in a very bad storm It caused the wire to break. PGE came right away. Thank you