

Regional Town Halls

Quarter One Regional Town Hall – North Coast Region Summary

On February 21, 2024, 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 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 Coast Regional Town Hall Summary

- **Date:** February 21, 2024
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 184
- **PG&E Presenters:**
 - Dave Canny, Regional Vice President, North Coast Region
 - Shelby Staton, Regional Safety Director, North Coast Region
 - Austin Sharp, Regional Senior Manager, North Coast 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 30 questions and comments were received.

The Q&A portion focused on the following themes:

- Wildfires and Public Safety
- Rates and savings
- Capacity and reliability

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/C8Tf568vKGU>.

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 Coast
Town Hall**

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

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

Join webinar »

Call 888-469-0694 »

Conference ID: 8434585

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, Dave Canny.

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 »

MEDIA ADVISORY



Marketing & Communications | 415.973.5930 | www.pge.com

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

At February 21 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 customers to a virtual town hall to learn more about work in your region, customer saving programs and safety and preparedness tips.

On Wednesday, February 21 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Dave Canny, 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 Coast	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity	February 21, 2024	5:30 – 7 p.m.	Link: https://bit.ly/48MDIyt or Dial-in: 888-469-0694 Conference ID: 8434585

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.

- Considering recent and pending PGE electric rate increases, what is PGE doing to make charging an electric vehicle more affordable?
- But your still raising rates much more than inflation.(Considering recent and pending PGE electric rate increases, what is PGE doing to make charging an electric vehicle more affordable?)
- The income graduated fixed charge will likely not decrease charges. (Considering recent and pending PGE electric rate increases, what is PGE doing to make charging an electric vehicle more affordable?)
- Necesito translacion en espanol por favor
- I realize this is about storm outages but prices have increased exponentially. How are you going to help us pay our bills? It is now equally a payment for an apartment.
- I live in Clearlake, CA Lake County. Several months ago PGE crew marked my tree for branch trimming. I've not seen them back to do that. What's happening?
- XX Oak Dr, Clearlake, CA 95422 (XX (Unverified) asked "I live in Clearlake, CA Lake County. Several months ago PGE crew marked my tree for branch trimming. I've not seen them back to do that. What's happening?"
- xx@yahoo.com (XX (Unverified) asked "I live in Clearlake, CA Lake County. Several months ago PGE crew marked my tree for branch trimming. I've not seen them back to do that. What's happening?"
- Thank You! (XX (Unverified) asked "I live in Clearlake, CA Lake County. Several months ago PGE crew marked my tree for branch trimming. I've not seen them back to do that. What's happening?"
- What are the factors used by PG&E to prioritize and select where to make repairs?
- PG&E didn't restore power for 6+ days recently. How can I get reimbursed for 6+ days of propane used by my generator?
- Does PG&E keep track of frequency of failures at locations to determine and prioritize repairs (outside of major outages and during a major outage)?
- Thank You!
- Yes but you have passed all your upgrades and damage costs on to the consumer. Again how are you going to address this?
- What work is being done to encourage or even create local grids based on increased solar & battery along with electric vehicle connectivity (as a battery source)?
- Your rates have gone up more than inflation and no one is seeing a salary increase to match this
- I am consistantly told by PGE that I am doing as good or better than efficient homes as far as my bill. Why is it that I am seeing an increase in my bill every month. This is madening. my bill has doubled in the last year. why????
- How do we find out if a specific area is going to be undergrounded?
- There's such redundancy in efforts through PG&E - no less than 5 tree crews have been on our small private street in the past 8 months - each time justifying their existance by doing

heavy trimming, often on the same trees. Each time they come with a traffic crew (this is a small private street) and we have not gotten advance notice. The permits they show are for different addresses. How can this inefficiency be justified when you're simultaneously raising rates? Why isn't there one lead for each neighborhood to coordinate all the different initiatives and subs.

- Is there a map showing the areas that are intended for burying the lines?
- Just a suggestion you should either expand the \$100 reimbursement or stop doing it because it's actually kind of offensive to those of us who lost entire freezer and fridge full of food. Which in today's market is certainly not anywhere close to \$100.
- Why do customers have to foot the bill? you are "failing your franchise agreement "while maintaining a return to shareholders. I find it criminal the utility is allowed to return to shareholders while failing the public trust and their franchise agreement. m
- Please provide an update on PGE plans to put Lines underground--costs vs. risk of fire risks, especially in high fire risk areas at the wildland/urban interface. What are options for homeowners or neighborhoods to partner with PGE to bury lines.
- The budget billing does not assist anybody that makes an average salary. I dont want to feel like I am paying for all of PGEs payouts for all the fires and lawsuits for the last many years. That is not my responsibility. not fair to those of us that pay our bills every month!
- I may have missed it: How can a customer find out what savings programs for which they are eligible? For example, does PG&E initiate contact? I am near an elderly, low-tech neighbor who I think would benefit from some of those programs."
- For example, does PG&E initiate contact?
- I am not in a wildfire zone. why are my charges increased as if I am ?
- How about reduce the salary for your CEO?
- How much are you receiving from Biden's infrastructure bill
- Nice how you cherry pick the questions. wast of time on this mtg.
- You have provided a lot of good, useful information, including website available info. Could a list of the various topics and associated web links be provided somewhere?
- WE are not interested in partnering with PGE for beautification...it is for FIRE danger. What do your cost evaluations show?
- Thank you for the information. It is helpful. How can I find your analysis for my neighborhood? I live in a high risk danger area.