

Regional Town Halls

Quarter One Regional Town Hall – South Bay & Central Coast Region Summary

On March 8, 2023, PG&E held a regional town hall for customers in the South Bay & Central 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

South Bay & Central Coast Regional Town Hall Summary

- **Date:** March 8, 2023
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 231
- **PG&E Presenters:**
 - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
 - Daniel Keferl, Regional Safety Director, South Bay & Central Coast Region
 - Jeremy Howard, Regional Senior Manager, South Bay & Central Coast Region
 - Justin Kephart, 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 102 questions and comments were received.

The Q&A portion focused on the following themes:

- Infrastructure
- EV
- 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://www.youtube.com/watch?v=pgF8jIRC8GY>

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 South Bay & Central Coast
Town Hall**

Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz Counties

Wednesday, March 8 | 5:30 – 7 p.m.

Join webinar »

Call 800-779-1425 »

Conference ID: 5186895

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, Teresa Alvarado
- 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 South Bay & Central Coast Region Customers to A Town Hall for Updates on Local Projects and Vegetation Work

At March 8 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites South Bay & Central 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 Teresa Alvarado.

On Wednesday, March 8, 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
South Bay & Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz	March 8, 2023	5:30 – 7 p.m.	Link: https://bit.ly/3WJE4jt Dial-In: 800-779-1425 Conference ID: 5186895

During the webinar event, customers can:

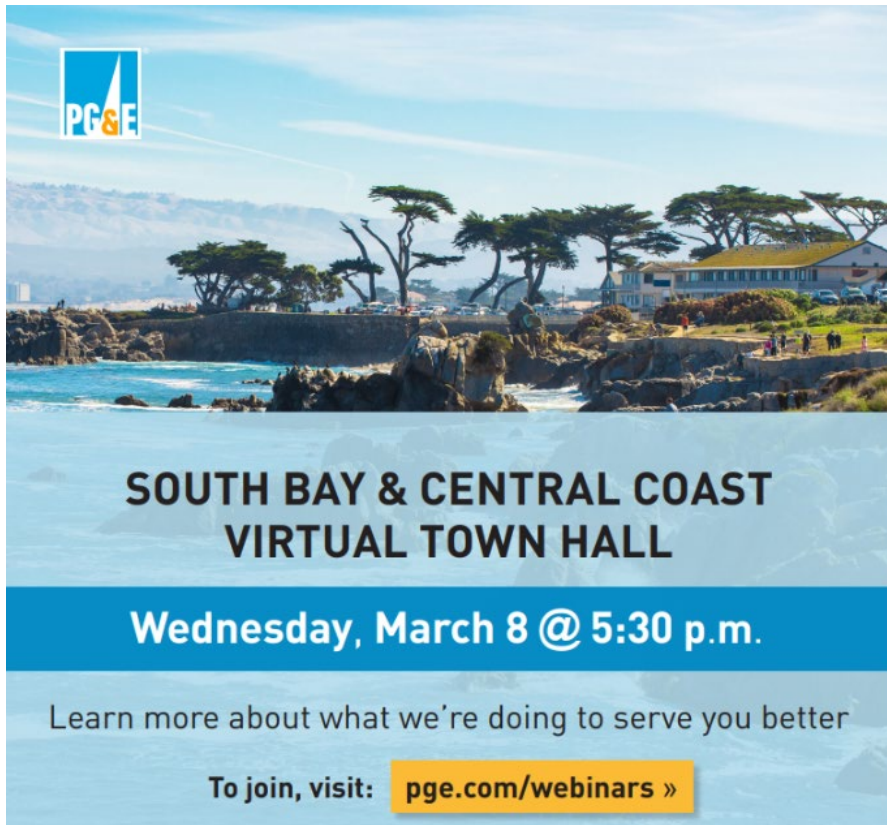
- Hear about recent work in your region
- Learn more about vegetation management work in your area
- Provide feedback and ask questions of the local leadership team, including Regional Vice President Teresa Alvarado

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 safetymactioncenter.pge.com.

INSTAGRAM POST



PG&E

**SOUTH BAY & CENTRAL COAST
VIRTUAL TOWN HALL**

Wednesday, March 8 @ 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

**SOUTH BAY & CENTRAL COAST
VIRTUAL TOWN HALL**

Wednesday, March 8 @ 5:30 p.m.

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

To join, visit:
pge.com/webinars »

X (TWITTER) POST



**SOUTH BAY & CENTRAL COAST
VIRTUAL TOWN HALL**

Wednesday, March 8 @ 5:30 p.m.

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

To join, visit:

pge.com/webinars »



NEXTDOOR POST



**SOUTH BAY & CENTRAL COAST
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Wednesday, March 8 @ 5:30 p.m.

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

To join, visit:

pge.com/webinars »



Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- What monetary relief is available to cover the high cost of propane and repairing broken down generators that break down due to all the power outages?
- What can customers do to help keep the lights on?
- Audio is gone.
- Appreciate your recovery.
- The response to the storm is quite impressive. What is being done to make sure we don't have to keep going into disaster mode every time it rains? I lose power for weeks every year despite the lack of 100 year storms.
- What work are you planning for Monterey and Pacific Grove? We have having multi-hour outages once a month or more?
- I would like to know if the tree service companies are supervising the own work or if a PG&E qualified personnel oversees the work from beginning to end. I am sure that the tree service contractors make sure they get call backs frequently.. I drive BCR frequently and see at risk trees hovering over lines just as tree workers leave their job site. How do these companies get contact from PG&E? that is public funds and needs oversight to ensure public safety.
- I understand the tier pricing system is to motivate power usage saving. However, the price gap is too small to achieve that. Will you consider to widen the price gap between tier 1 and tier 2 for both electric and gas?
- The projected miles of underground and miles of insulated wire projects sound exceptionally small. What is the percentage of PG&E lines in the area are projected to be upgraded? Also, please define 'miles' - is that miles of wire or miles pole to pole?
- Can you explain why planned outages do not show up on outage maps as PSPS events? Why not?
- Is there some way to only use EPSS during the fire season? And allow automatic reclosers to work during winter?
- I have lived in Central San Jose for almost 7 years now. Throughout that time I have witnessed and undergone a severe drought but this past season has seen uncharacteristically high amount of storms for the region. I am originally from the Northeast so I've seen many snowstorms and rain as well. Since January my residence in Central San Jose and business in Central San Jose has been out of power for approximately 5 days. We lost power based on rain and wind (I do not believe wind exceeded 30mph). In my opinion and with a reference of living in the Northeast for 35 years of my life prior I know that the storms I experienced here would NOT have resulted in a loss of power in the Northeast. There we have probably a minimum of 6 snow storms each winter season totaling 6 inches or more plus winds that can exceed 30mph including rain, thunderstorms throughout the year. I realize areas outside of Central San Jose were hit harder and resulted in us still losing power however I'd like to know what is being done to upgrade our services so a light rainstorm (in comparison to the Northeast) and 25mph wind will not result in automatic loss of power.

- The under grounding mileage seems ... inadequate -- single digit mileage? What percent of the high risk mileage were those numbers? In the meantime, what percent of the 100 year old towers are still waiting for ""real"" (not fast flyover) inspections. How many miles of lines still use those very old towers?
- So, I am wondering if EPSS has been dialed in. Our area was affected by 12 power failures from Nov. through February. Most of these were said to be EPSS triggered, and the PG&E representative said that they were still working on getting the sensitivity set to a correct level. Is that work still underway?
- PGE was out for 9.5 days at our house. We spent \$60/day in gas to run our generator, which my husband depends on to run his CPAP, so that was almost \$600, not including what we spent at the laundromat. Will we receive anything but a minimal \$50 credit? And will we still get a \$400 PGE bill for the month?
- Customers pay for the cost of undergrounding high tension transmission lines through the cost of capital process. What will the cost be to the average customer for this big project?
- How is PG&E preparing for California's electrification goals?
- I live in CA 95128 zip code. There were four power outages during Jan-Feb. 2023. The longest time was about 24hrs. How can PG&E improve the stability of power supplies and due diligence of the repairs ?
- Where can I read/review more info on the Diablo Canyon re-licensing process moving forward?
- Whom can we in Bonny Doon speak with about permitting a local solar + battery array to power our area due to an extended grid outage?
- Why is PG&E calling this a weather caused problem when the root cause is a failure to upgrade the system since the 1960s? A friend in Florida had the eye of hurricane Ivan go right over their home and they never lost power. Exactly where is undergrounding happening?
- What are you doing to get your restore estimates better. They are mostly wrong, and must get extended
- To whom at PG&E can we send the bills for all the propane we in Bonny Doon have burned during Dec-Mar outages? We should be reimbursed!
- The high gas prices are a part of the political campaigns to move people away from using gas appliances. Based on real climate change data, we are better off using gas than electricity since still most of electricity is produced using oil, gas, and coal; very small portions are from ""clean"" energy. Why PG&E is not being truthful to its customers and stop raising the price of gas? Many citizens have the knowledge to see that PG&E and politicians are trying to gaslight people!
- It's excited that undergrounding is planned for San Lorenzo Valley. Can you say more about when and where it will be implemented?
- Just sent thank you
- I am an architect and general contractor. I have been working with PG&E for the last 25 years. I am glad that Jeremy mentioned that he is wants feedback and open discussion with us. because for the last 25 years, I had no effective way of communication with your service and planning. PG&E needs to improve. We, the customers who have no choice, are only asking for basic electricity and gas service. PG&E cannot even fulfill it. You will have the same feedback form all the contractors, owner builders and architects. The delay of

improving the infrastructure and bureaucracy of PG&E's planning is the biggest obstacle of urban renewal and new buildings where states and cities are seeking for more housing elements. Customers are not only frustrated with the process and delay caused by PG&E, some of the projects even caused building permits to be in active due to PG&E's scheduling. This caused great deal of financial burden for PG&E serviced customers. Things took only weeks in the city serviced utility companies such as Palo Alto and Santa Clara; would take PG&E years to finish. Yes, years not weeks, months, but years. I want giving you two on going projects: PG&E PM number: XXXXXX. The original application was filed in December of 2021. PG&E made a mistake of not considering the pole removal; thus assigned a new application on 2-12-2022. Design by PG&E was finally received on 10-3-2022. We already had pre-construction meeting on 10-17-2022. On 12-12-2022, we received a construction date for 10-10-2023. That is almost 2 years after the application. After many many communications and complaints, on 12-27-2022, we received a new date on 6-21-2023. This is still very far out. This is only for the pole relocation; we are not able to finish the secondary conduit until pole is erected. After the pole is erected and we will need to install the riser. we will be waiting again to for a new date to have another construction team to pull the wires. This is not ever.

- If you keep rebuilding the same system that was installed in 1970 and that has failed over 20 times in the last year, how is the outcome going to be any different next year?
- This project has received electrical release from the city on 2-7-2023 already. but PG&E is not even close to it. For Gas: PM # XXXXX. Original application was filed on December of 2021. PG&E designed on 5-19-2022. At pre-con meeting held on 9-13-2022, PG&E discovered the design was wrong because the gas main was inside the private property. PG&E went back to design again and released the new design on 9-27-2022. The new design involves the removal of a live gas line under my private property. PG&E was going to schedule to remove it. As of today, even new gas meter is installed; the live gas is still under my property. with this kind efficiency, no wonder there is San Bruno and recent Daily City incidents. Another project: PM#: XXXXX. To make it short: The meter released was on July-15-2022. This is a simple meter installation. The meters are not even installed as of today. That is 8 months for a simple meter installation job. We are living in California, silicon valley; the most advanced city in the most advanced county, but PG&E is serving us like a 3rd world country. I laugh so hard when I hear and see PG&E's radio and TV ads. PG&E's planning structural needs to be improved. Things have to be changed. And I am begging you to look into these PM numbers that I provided and you will understanding how much suffering and financial burden you are causing for PG&E customers. This is not right, please make changes. Thank you
- I am sorry that I have to leave the meeting. If there is an answer to my question, I can be reached by xx@yahoo.com. Thanks!
- Why is PG&E planning to spend \$billions in customer fees to underground lines, instead of subsidizing rooftop solar + storage? Your lobbying against this during NEM3 creation goes completely counter to the resiliency we need in an era of more severe climate change impacts.
- Why so your comms about outages suck so badly in estimating restoration time? You should be under promising and over delivering.
- Please provide some response to PG&E's service and planning's delay

- Thank you! I'll check it out.
- I meet with vegetation management folks as much as 12 times a year. Despite allowing my trees to be butchered in all suggested ways, I still had a downed power line on my property in this last outage. What is PG&E doing to improve its ability to identify real issues while not making the surrounding landscape look horrendous?
- What sort of insulation are you putting on the ground in the path of towers so that those that don't have the fast shutoff equipment don't arc?
- Did we hear that you provide reimbursement for gas expense to run our generators?
- What financial resources are available to a Santa Cruz county homeowner in a tier 3 hazard area with more than 2 PSPs, that wants to implement a simple solar generator backup power solution to feed a home's main panel when the utility power is disrupted? The SGIP program is complicated and requires an approved 3rd party contractor to manage an application. Please help your customers become more personally resilient to the many risks at play with your grid and reduce the financial barrier for these off-the-shelf, safe battery backup solutions.
- How much progress (miles) has been finished, laying underground transmission lines, since the last town hall meeting ?...25%, 50%
- Do you use wood/biomass digesters to convert to natural gas instead of burning the removed vegetation?
- Wow! Up to \$100! So I'm only out \$500! Can't wait to get that February/March bill.
- I'm talking about an entire neighborhood sharing an array, not individual households
- Thank you for this. We have to run, but we have found it to be quite valuable. Thank you for all the work you are doing for us.
- Is it just me, or did the video freeze?
- I can't hear the presenter either
- What do you do with vegetation you cut and collect for fire safety, and how do you account for that in your corporate climate goals?
- How do tree management contractors and PG&E prevent the spread of tree diseases that can be carried on tree trimming equipment?
- I understand that a battery facility is also planned for the Nipomo area. What is the status of that project?
- I think you should direct respond to this; so customers understand it
- I hope my question is not considered a "project" that you won't cover in this forum. This must apply to many in my community.
- This is not project specific, this applies to all your service and planning. and I am sure sending email will not get response. I have tried it for so many times. your upper management needs to directly respond
- Wow. Hoping for some transparency. This was just a scripted PR stunt.
- Can you post all those exciting new EV websites you're talking about in the Chat since they are not on the screen?
- Thanks. Great news.
- Your linemen and women are hard working and dedicated, that's for sure.
- I might have missed it but how can I report a tree that I think poses a threat to powerlines?
- What's your transformer upgrade plan for ev owners that don't have house batteries to charge from?

- I have been quoted a \$7500 "oversight fee" to have PGE sign off on my trenching and undergrounding of power from the closest pole to my house - a distance of 38 feet. My licensed civil engineer and my licensed electricians will be doing ALL of the work. Has this fee been reduced in the past 90 days as part of your promotion of undergrounding of power lines? If not, why not?
- Please provide the web address for PG&E's used EV rebate program
- What are you doing to bring down your engineering review times for service upgrades? I have a project in San Luis Obispo, in city limits, and the estimate is 9 months to address. That is insane
- Price question: I hear 2 reasons why our March bill will go down. 1) Climate credit, 2) Warmer weather. This will only help in the short term. Electric bill will go up in summer which will lead to again record high monthly bills. Choosing a program that encourages you to change what time of the day to use power but this seems more on the customer to change behavior rather than how PGE's rate is higher than previous year. What is PGE doing to help their loyal customers maintain a reasonable monthly bill?
- Any plans to look at nuclear power to supply PGE with electric power?
- Once enrolled in budget billing, can I un-enroll?
- Thank you for understanding.
- Thank you Apollo for acknowledging that, you really need to do something about it. This is getting ridiculous.
- XX Mestres Drive, Pebble Beach, 93953. xx@gmail.com. Thank you very much. I look forward to your contacting me.
- I still couldn't find any reference to the used EV rebate (up to \$4000) that was mentioned in the presentation.
- I do not hear anything about what PGE is doing. I heard plans to choose, payment plans, monitoring, and alerting. This is ALL on the customer.
- I will say the recommendation for other plans where you might save money based on my personal usage is good. This is something I would say PGE is trying to do something for their customers.
- It just seems the world is different where many people work from home and so their habits have changed that amplify the bill increase.
- Report it app! Awesome!
- How can I verify the accuracy of my gas meter? I'm wondering about my tiers of use
- With all the EVs on the market and the increased load at a residential home who may have multiple EVs, how are you addressing allowing residents to upgrade to larger services?
- 200a services in typical suburban areas are going to need to be 250-300a services to deal with electrifying our home (electric heaters, dryers, ranges, and of course EVs as I mentioned in my last question)
- Went into the Apple App Store and found the following: 2. Report-it enterprise edition, 2. report-it lite 3. report-it live 4. report-it sip. Which one is correct?
- Why is there an echo?
- NVM I found PG&E Report it
- I figured it out, problem was on my end

- Vegetation Management, I think we are asking, how can you teach your crews to consider aesthetic with compliance? There are NO right angles in nature, can you teach them to not butcher our prized and valuable vegetation?
- Lost audio
- It is back(Lost audio)
- The new state law requires almost 75
- This is for businesses not residents. My question was regarding residential services
- For how extreme this last outage was, it points out how far behind this vegetation management team is behind!!!! How many people affected and for how long will they be out of power is this going to take to put the proper funding getting ahead of this issue???
- Transmission lines: Will you be putting additional insulation (such as wood chips) under towers to prevent arcing on lines that don't have EPSS protection
- How does a homeowner upgrade underground, direct bury power cable & main home power panel? In my case 100amp to 200amp.I plan to change out my home Cooling and Gas Heating to HVAC.
- The new state law requires almost 75% of Level 1 and Level 2 on new development projects. This has been adopted by many cities already. For example, the new project in Cupertino, new EV and no Gas will burden the whole grid. Will PG&E be ready yet? Follow up with Teresa, the reasons of the unrealistic application is because the lead time of PG&E's service an planning takes so long; if things are shorten; then developers do not need to do that anymore. The problem is still the at construction and scheduling of your service and planning department
- Feed cut out
- I whole heartedly agree that the Customer Care team is AWESOME! Kudos to the team.
- Thank you, but then what do I select?
- Are you providing a battery storage rebate?
- Just a comment: During a power outage, I get more accurate estimated restoration time from talking to the crews on the ground than from the estimated restoration times I receive from PG&E.
- Glad to hear Teresa will look at email. let's see if my email get responses or not.
- Thank you!
- XX@GMAIL.COM I HAVE ISSUES WITH MY ONLINE ACCOUNT, PHONE NEVER ANSWERS AT pg
- I will send my question to email
- Thanks for taking time to put this on. It would be great to see other questions and be able to upvote them for you all to help prioritize what time you spend on any topic.
- Has PG&E been working with the Bay Area Air Quality Management District on the impacts of the rules they are voting on on March 15...that would require electric water heaters and electric furnaces...as replacements for customers with current gas appliances.
- If an electrification load analysis indicates that my service doesn't support an EV charger...or induction cooktop...or whatever...is the only option a transformer upgrade or is adding solar a possible solution also? If a transformer upgrade is needed...how long does that take to get done?
- Absolutely pathetic Patricia K. Poppe get 50 million while service is beyond subpar for all of California, with no responsibility and sustainability. Fire her immediately and use the

inflated pay for the end user.....again, pathetic business practices! Just reading scripts here.
Bullshit...

- Can you post the answers to the questions???? Where to report tree threat?!?! Where EV rebate?!?!? POST THIS not the questions!!!!!!!!!!!!!!
- Nothing but cooperate rhetoric bullshit....actually put some company profits into this without overcharging the consumer for this.