

Regional Town Halls

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

On March 6, 2024, 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 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

South Bay & Central Coast Regional Town Hall Summary

- **Date:** March 6, 2024
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 198
- **PG&E Presenters:**
 - Teresa Alvarado, Regional Vice President, South Bay & Central Coast
 - Shelby Staton, Regional Safety Director
 - Jeremy Howard, Regional Senior Manager, South Bay & Central Coast
 - Matt Schneiderman, Regional Senior Manager, South Bay & Central Coast
 - Melissa Schmitt, Customer Relationship Manager, SBE

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 28 questions and comments were received.

The Q&A portion focused on the following themes:

- Profits
- Rates
- Backup Energy

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/PIOtJ_PGzJE.

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 Town Hall South Bay & Central Coast

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

Wednesday, March 6 | 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, Teresa Alvarado.

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/ICal](#) [Google](#) [Outlook.com](#) [Yahoo](#)

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MEDIA ADVISORY



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

At March 6 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 customers to a virtual town hall to learn more about work in your region, customer saving programs and safety and preparedness tips.

On Wednesday, March 6 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Teresa Alvarado, 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
South Bay & Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz	March 6, 2024	5:30 – 7 p.m.	Link: https://bit.ly/3OC578O 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.

- Hi! Will this be recorded and uploaded?
- Other than greed, what can be the reason for asking CPUC to raise our electric rates?
- Why couldn't PG&E sue the profit and part of Patti's compensation to upgrade and improve the infrastructures, i.e., undergrounding the power lines, etc.?
- "USE" the profit, that is.
- I've also experienced estimates and updated information to be VERY inaccurate. in one case the estimate was 1 day, then 1 day, then it ended up being a week. this was more north bay daly city. i like what i'm hearing for south bay, but my elderly father is in the north, so i am also very concerned there as well...
- With the natural gas being phased out in new homes, will costs keep going up for running our heaters and will it make it harder to continue to get gas installed at newer homes? (i've heard natural gas will go away)
- Thank you for conducting these periodic regional town hall sessions. They are very much appreciated. Can you provide an update on how the BPTM program is going since it was re-started in late Jan after being stopped last fall? Do you have 2024 data: #applicants, #installs, median wait time? A few of our Los Altos emergency response volunteers have received their installs this year, but a number of others have been told their application is being reviewed, with no other updates. Does PGE have enough devices for this year? Is there a staffing issue for review/installation? Can PGE provide better status feedback for those waiting in line? This is a really spectacular program, especially for our more vulnerable seniors.. Please ramp it up!
- I've been approached by solar companies which are almost 50% less with battery backup. how is pge keeping up with their rates b/c of these other possibilities?
- You mentioned a few cost saving actions. If the cost saving is true, why do you need to raise rates for your customers.
- So far i've only seen increased costs for both gas and electricity. I understand that there is a lot of infrastructure that needs to be maintained/upgraded. I hear what is being said, but i've only seen increases YoY, which is what makes the solar/battery option more appealing. when and how long will it be before we can see discounts or back to lower pricing?
- How do you work with CCAs?
- Teresa, you are not answering the question of why that profit of \$2.2B to cover the cost of improve the infrastructure.
- I understand climate and weather related issues, my question is then why was the "underground" project not started earlier so the increases could be averaged over the last 35 years that I've been a homeowner?
- What is PG&E doing to reduce and/or optimize it's labor force, especially it's administrative & managerial resources, to accomplish keeping costs down?
- Teresa, you still did not answer the question
- Why not use the \$2.2B for that purpose?
- Not a great answer at all.

- I don't want to seem negative, but I would like to get more involved or understand if solar/battery off grid will be in my future.
- Anonymous
- I like that answer re: natural gas... capturing methane. also glad to hear it is not on the chopping block in california. thank you.
- Why is Patti getting paid \$51M for 2023 while customers have to fund the infrastructure improvement by increased rates?
- But you are increasing the rates for everyone of you customers.
- What can you do to reduce our bills , not just having payment plans for high bills.
- RE: etor... understood, however i have pictures of the damage which my elder father saw too with the pge crew on site... seems they kept saying a day, then a day, then after the 3rd day, he moved temporarily... seems the team could have been more truthful saying "if you have somewhere you could go, you should" as it might take 3-5 days to repair...
- Will megapacks be utilized as well in the future?
- Are there any discounts offered for solar powered generators?
- RE: notifications, it would be nice to have the txt notifications more timely. for example, spectrum, my internet provider typically is faster to respond that there is an electrical outage - 15m to 60m before i received pge alert."
- We have many power outages in Los Altos. We have solar panels. Do you recommend any powerwall. Do PGE offers any discount, etc for Powerwall? Solar backup system?
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