

Regional Town Halls

Quarter Two Regional Town Hall – Bay Area Region Summary

On May 18, 2023, PG&E held a Regional Town Hall for customers in the Bay Area 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, Enhanced Powerline Safety Settings (EPSS), 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

Event Details

- **Date:** May 18, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 364
- **PG&E Presenters:**
 - Aaron Johnson, Regional Vice President, Bay Area Region
 - John Gilginas, Regional Safety Director, Bay Area Region
 - Mike Bockrath, Regional Senior Manager, Bay Area Region
 - Dave Meier, Senior Manager, Customer Emergency Planning & Operations

The event featured a 90-minute presentation that provided updates on the implementation of the Regional Service Model in its respective region, provided customer safety and preparedness resources and included time for Q&A sessions to address customer feedback and questions.

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 55 questions and comments were received.

The Q&A portion focused on the following themes:

- Billing
- Infrastructure
- Customer resources

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 will be available at <https://www.youtube.com/watch?v=PvYbtcwYZag>.

Additional presentations and recordings of past PG&E wildfire safety webinars are available at pge.com/webinars, including:

- Regional 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 Bay Area Town Hall

Alameda, Contra Costa, San Francisco and San Mateo Counties

Thursday, May 18 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-603-7092»](#)

Conference ID: 7896319

We'll share more about our wildfire safety efforts within your region and community resources available to keep you safe. You can ask questions and share your feedback with the local PG&E team.

We encourage you to join and:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with PG&E's regional leadership team, including Regional Vice President, Aaron Johnson

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

PG&E Invites North Valley & Sierra Region Customers to a Town Hall for Updates on Wildfire Prevention Work and Safety Resources

At May 23 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 Region customers to a virtual town hall to share the latest updates on wildfire prevention work and local safety resources and connect customers with their local leadership team, including Regional Vice President Joe Wilson.

On Tuesday, May 23, 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](https://www.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 and Yuba	May 23, 2023	5:30 – 7 p.m.	Link: https://bit.ly/3KfSsWf or Dial-In: 888-566-6507 Conference ID: 3186580

During the webinar event, customers can:

- Learn about our wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joe Wilson

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.

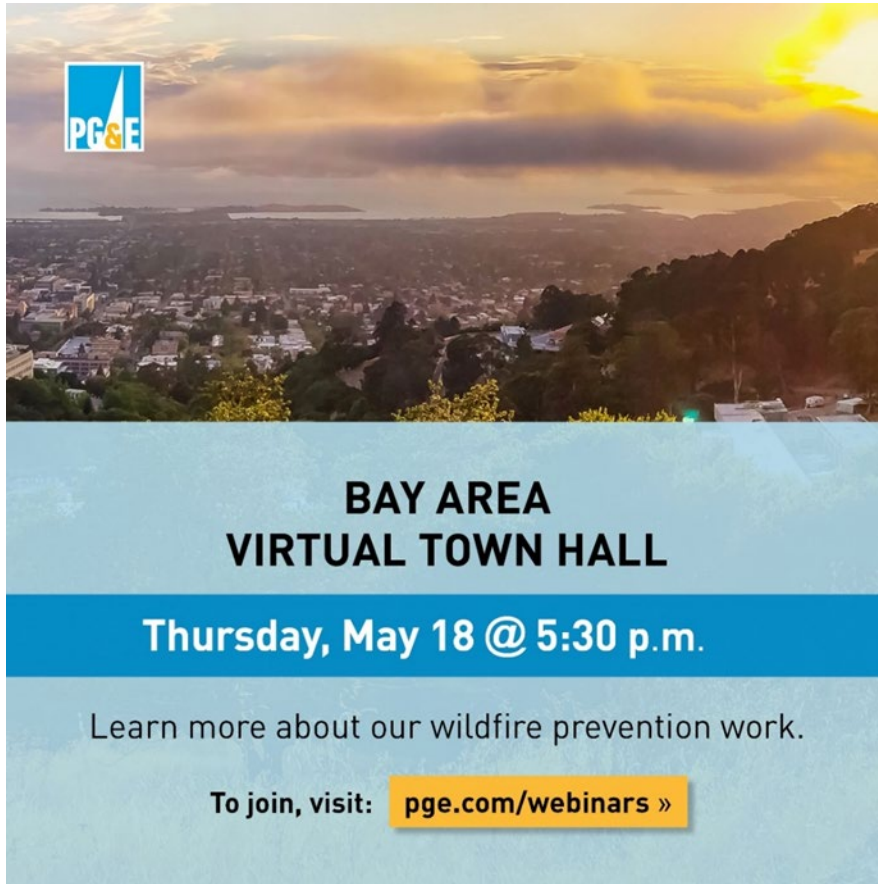
For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://www.pge.com/webinars).

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](https://www.pge.com/safetyactioncenter).

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](https://www.pge.com) and [pge.com/news](https://www.pge.com/news).

INSTAGRAM



**BAY AREA
VIRTUAL TOWN HALL**

Thursday, May 18 @ 5:30 p.m.

Learn more about our wildfire prevention work.

To join, visit: pge.com/webinars »

FACEBOOK



**BAY AREA
VIRTUAL TOWN HALL**

Thursday, May 18 @ 5:30 p.m.

Learn more about our wildfire prevention work.

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.

- Would someone please go over a bill and explain the charges/credits?
- My electric bill since November is 60% more than last year. I do not have PGE gas service. I am not able to get through to a person to get an audit. This increase is astronomical. We have not changed any usage from previous years.
- How are you ensuring resident safety? We recently had a PG&E employee fail to do his job correctly, leading to a gas leak in Foster City that required evacuation of us and other neighbors. It was a scary and traumatic experience
- Why is leadership getting bonuses?
- The labor-intensive, obscure, crazy method to access this Town Hall gives me ZERO confidence in the PGE. Your own sound is going in an out. PGE mismanagement is rampant. Decentralizing power would be safer, more energy efficient, and cost-effective than undergrounding. Creating more lines makes PGE money. Period.
- What are the biggest problems you guys are having with finishing construction on the sites?
- Could you please provide extra details about the new business process that PGE supposedly have improved on. To date, your customers have yet to see improvements.
- Is it correct to say that every San Francisco house and apartment receives its power from wind, solar or hydro now? I seem to recall that the entire city switched over to a green power or similarly named plan.
- How is the removal of trees interfering with overhead power lines in Northern California proceeding?
- How is all this work being funded specifically what are the funding sources
- What upgrades are you doing to the grid to support the growing number of electric vehicles?
- I understand that there is great interest in the high Fire threat area in the Oakland hills above Montclair for undergrounding - including Oakland fire prevention the major/ city counsel etc. due to ingress egress limitations and population density.
- Thank you - I was wondering if PG&E is giving consideration to doing additional undergrounding in the Oakland Hills high fire threat areas. Is that info available somewhere. Thanks.
- Could you provide details about the eye chart that you just presented. Need to know what cities have seen improvements.
- I have read that PG&E will be teaming with the California franchise tax board in order to access the tax records of all Californians in order to increase utility bills for selected middle and upper middle class residents. When will this be implemented? My understanding is that for those of us living in studio apartments, currently paying about \$25 per month for gas and electric in San Francisco, as I do, we can expect our bills to change such that they are closer to \$1,200 per year. This is a significant change and seems unfair for those of us who live economically and consciously aim to have a small environmental footprint. Particularly if it is the case that San Francisco itself is already 100% wind and solar for residences.

- Do fire agencies have access to information from PG&E cameras? Residents on Skyline Blvd's west side are having trouble securing fire insurance; if any of PG&E's data can help improve fire safety, it would help build good will in an area that experienced some 25 days without power during Q1 storms this year.
- Last year we had problems in repeated EPSS trips. Have we improved fault diagnosis and remedy plans for reducing downtime? If so, what?
- Do you have a plan for switching from the main grid to microgrids in each community, and for hardening lines such as by putting them in ceramic concrete conduit (UHPC) in trenches? What is the timeline for doing this as mitigation for the impacts of both types of shutoff of grid services?
- Is there a PG&E list of people with medical needs and is there priority to restore power to them first?
- And roughly how many cameras are there?
- I NOTICED THERE WERENT ALOT OF FLAGS IN CONTRA COSTA COUNTY ARE WE LOW RISK?
- Please do keep in mind that the title of this presentation was not specific to wildfire issues and that it was presented as a town hall, so hopefully we can cover questions that are interesting to the public which are not specific to wildfires.
- I think it would be beneficial for you to speak to you that question as part of the Q&A - - out loud rather than just a one-on-one conversation between the two of us.
- I'm a person who has a medical need at home. Are they also on the priority list?
- Do keep in mind that the idea of a town hall is to hear the community speak, not to pick and choose and obfuscate issues that may make you uncomfortable when answering "Yes we will be looking at income tax records and we will be charging four times more for certain individuals", Which I think is the short form of your answer to my question. It is hardly democratic to only answer the questions that the moderators are pleased to answer.
- My question is about the new green book standards pertaining to residential electric and gas meters. These new standards are making installation of solar and batteries more difficult. Any chance of relaxing these or grandfathering in existing homes.
- I do appreciate what you are doing with respect to wildfire concerns.
- Are you going to answer my question later in this event, or offline?
- I first applied for an electricity upgrade in April '22, which requires the installation of a new transformer. We have had a couple confirmed installation dates that were cancelled and still no transformer. It's been stressful and discouraging through the delays, especially as we are expecting our first child and do not have the proper electricity at our home. How does this wait time compare to other homeowners around the country and is there anything I or other homeowners can do to speed up our wait time?
- How much will customer rates increase to fund 10k Undergrounding Program?
- Did you highlight the Backup Power Transfer Meter program for eligible customers? I have one and I love it. It's a great service you provide, and few people I talked with knew about it.
- My husband and I have been conserving energy and reducing risks for many years, but we make more money than our friends and now we are facing a surcharge for our household income. Some of these friends already qualify for financial assistance. Why are we being punished for doing all of the right things?
- Why is it that with every statement I sent, PGE is repetitive asking for rate increase?

- How can I get in touch with someone about the delay in scheduling an upgrade to our main panel? We've been told this can't be done until mid-August which seems unreasonable as we need this to be able to use an ev charger and complete a solar install. Thank you!
- Thank you!
- Do you provide quarterly earnings to the public if so where can I get that information.
- Testing.
- Have you used Tony Seba's research on Disruptive Technologies to correct old (and E3) models of the switch to battery-electric vehicles? Have you modeled the switch of medium and heavy duty vehicles on CARB's schedule for drayage and over-the-road trucking as well as public transit? I interviewed fleet owners for Silicon Valley Clean Cities Coalition and they say that when they talk with linemen they know of no grid support at the Port of Oakland in the next year, yet CARB is demanding that they switch some of their vehicles in the next year. You are responsible for meeting their needs -- or have you kicked that can down the road?
- Do you have enough power at the Port of Oakland to be ready for all the Class 8 trucks that are mandated in 2024 to be ZEV trucks?
- Two cents from the peanut gallery: maybe it's a good idea to mention that power is more expensive between 4:00 p.m. and 9:00 p.m. perhaps that person "didn't get" one of the numerous memos.
- I am very concerned about the proposed changes around income-based pg&e fees. One, does this affect solar (NEM 2.0) credits? Two, this will unduly penalize Californians who conserve and limit electrical usage but earn a fair wage in an extremely expensive region.
- What are our options to protest the proposal to charge based on income? It is terribly unfair.
- Where do we submit feedback on PGE's proposed fixed fees based on income levels?
- Federal poverty leaves the middle class at an unbelievable disadvantage, especially in this area where housing and basics are extremely expensive.
- PGE proposing to charge fees based on income rather than usage is not fair. That is a tax, not a fee.
- Rather than continuing to increase charges to support a For Profit business model why not consider a business model that treats electricity as a human right?
- Yes thanks.
- How do wait times for new residential construction on the peninsula compare to customers in other parts of the state and country?
- Why are electric distribution charges based on time of use when generating eclectic power is time sensitive but the grid is generally over-built?
- Why doesn't electric service cost reflect the cost of providing the service in high fire danger area?
- Within the partial response to one of my questions was the concept of a higher flat fee and lower per kilowatt hour fees. Have PG&E and the PUC only considered this on a per household basis or have they considered this on a per street address basis? I will suggest that it may not be fair to charge one apartment building on a small footprint with 50 units 50 times the flat fees of one private house.
- The problem is we call 811 and PG&E fails to mark.

- Does PG&E have or are you looking at programs allowing people with solar batteries to push back power during peak times to reduce over demand outages?
- Thank you. I certainly appreciate the attempts to respond to my questions. I'm a little uncomfortable with suggesting that my questions are specific to an individual because I think that they are applicable to many Californians even though the examples that I am provided are of course specific as is the nature of an example. I hope that PG&E has as many in-person actual townhouses now as it did before the pandemic and that these virtual not really Town Hall meetings augment those events. I am beginning to sense that there is a hazard to our democratic life in referring to virtual meetings as Town Halls when it is the case that questions are not all read during the event and questions are not read verbatim.
- Apologies for the horrible grammar and punctuations and weird autocorrects. I blame my phone. In my real life as a civil engineer extremely concerned with climate change and involved in offshore wind I usually try to be a little less hasty in hitting the send button. Don't ask me how my Android phone got "townhouses" out of "town halls."