

## Regional Town Halls

### Quarter Two Regional Town Hall – Bay Area Region Summary

On May 14, 2024, 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 focused on the Community Wildfire Safety Program (CWSP), provided updates on the implementation of the Regional Service Model in each area, including successes and challenges, shared safety tips, highlighted savings programs available to customers, 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

#### Bay Area Regional Town Hall Summary

- **Date:** May 14, 2024
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 317
- **PG&E Presenters:**
  - Jake Zigelman, Regional Vice President, Bay Area Region
  - John Gilginas, Regional Safety Director, Bay Area Region
  - Mike Bockrath, Regional Senior Manager, Bay Area Region
  - Monica Tell, Regional Senior Manager, Bay Area Region
  - Tom Smith, 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, discussed the Community Wildfire Safety Program (CWSP), 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 48 questions and comments were received.

The Q&A portion focused on the following themes:

- General field/infrastructure
- Rates
- Undergrounding

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://youtu.be/QMWyxZWS7D4>.

Additional presentations and recordings of past PG&E Regional Town Halls are available at [pge.com/webinars](http://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, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall  
Bay Area**

Alameda, Contra Costa, San Francisco and San Mateo Counties

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

**Join webinar »**

**Call 800-779-8412 »**

**Conference ID: 4168149**

We'll share how we are working to reduce wildfire risk 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, Jake Zigelman.

**We encourage you to join and learn more about:**

- Projects happening in your area
- Our Community Wildfire Safety Program
- 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](https://safetyactioncenter.pge.com) »

## MEDIA ADVISORY



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### **PG&E Invites Bay Area Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources**

*At May 14 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites Bay Area customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Tuesday, May 14 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Jake Zigelman, 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](http://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
Bay Area	Alameda, Contra Costa, San Francisco and San Mateo	May 14, 2024	5:30 – 7 p.m.	Link: <a href="https://bit.ly/4azuT6I">https://bit.ly/4azuT6I</a> or Dial-in: 800-779-8412 Conference ID: 4168149

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](http://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](http://pge.com) and [pge.com/news](http://pge.com/news).



## Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- Can we get an outline of the meeting?
- Not a safety question, but: when will you resume accepting Solar Choice plan applications off the waitlist?
- Thanks. Unfortunately there's no information other than that enrollment is on hold.
- It would be great if you could create some transparency on what PG&E is doing to create additional solar capacity so that people can actually enroll.
- Is there anything you can say tonight about what PG&E is doing to create additional solar capacity so that people can actually enroll?
- Thank you. I hope this will happen in 2024, since not even a year was given.
- How do we go about requesting burying overhead lines on our street. All other streets in our neighborhood have the lines burred. Our trees that provide shade and shelter on open space are being hacked every year and eventually will be damaged or killed since they keep growing. Based on our street running north/south the trees shelter us from westerly high sun. Who can I reach out to reduce our costs for AC if our trees can shade the house that will reduce costs for your customers.
- Can you share on what each dollar of my PG&E bill is spent?
- Springtown, Livermore
- Why does it take nearly 30,000 PG&E employees to operate the PG&E utility?
- Most of the public-serving institutions in the East Bay (e.g., UC Berkeley, LBNL, EBMUD, etc.) have been removing eucalyptus trees - arguably the most dangerous tree during wildfires - on their properties. What has PG&E been doing to remove eucalyptus on their property, particularly near their power lines and power stations?
- When will bill statements reflect how money is spent against CPUC decisions for specific rate increases?
- I posted a message with my name to the email link provided.
- PG&E reported over \$2 billion in income last year. Is PG&E making decisions to maximum short term income at the expense long term investments?
- Links don't answer the question for our neighborhood. Do we need our City officials to contact PG&E or can a customer request grounding?
- Thank you.
- Home Energy Checkup has not been updated for Solar customers. Is there a plan to update the checks to include a look at Solar options for rate plan changes and/or usage suggestions.
- I am dealing with a pigeon infestation on my power pole but I was told there is nothing that PG&E can do based on scope and protocol, and I am not allowed to touch the PG&E property on my lot. Would PG&E reconsider the policy to ensure property owners affected by your power lines are taken care of? How would you recommend I handle the situation?
- JUST ATTEMPTED TO LOG INTO PROGRESSMAP.....AND GOT A DISCONNECTED LINK.
- Does it make sense to have a battery backup AND generator?
- Please let participants know that the chat feature is at the upper right corner of the screen (but only if it's not full screen). (People who use Zoom expect to see an icon labelled Chat in

the lower edge of their screen). Click on the question mark and go to the bottom of the window that opens to enter your question.

- Can you help point me to how to deal with pigeon infestations on power lines?
- Where can I find more information about the San Bruno pipeline replacement project?
- I already did. There is no "chat" option on the webinar screen.
- Thank you. Can you just repeat the info that was provided on the webinar re: the length of pipeline being replaced, the # of buildings served, and the timeframe for the project? I didn't catch it as the speaker was speaking.
- Is the tier still available to us?
- I am getting ready to purchase a backup battery for my home, what financial assistance do you provide? Do you want any information before install or after install?
- My question is, how can non-English speakers get help over the phone?
- How does PG&E justify their record setting revenues while also charging more for electricity than anywhere else in the US?
- Are you working with insurance companies that are dropping home insurance due to fire risk?
- There was a program to help you save money that was called tier.
- I live in the Santa Cruz Mountains and am always a part of PSPS because of my location. When will undergrounding take place in the community of Loma Mar, Ca.
- Can PG&E offer a share of community solar for each electrification project a customer completes? That will help make electrification even more affordable.
- Can PG&E start charging a gas system decommissioning charge on each Therm of gas sold, like they already do for Diablo Canyon?
- What portion of our bill goes directly to Patricia Poppe?
- Why does the SF Chronicle say it's \$3 each?
- Hello, I apologize this is off topic. I would like to get in contact with the local representatives for the Richmond area. We have a project that would like to be considered for invitation to apply to the 2024 Grant Cycle. Thank you.
- Will do thank you!
- How might PG&E encourage the most power efficient equipment selection for electrification so line crews and transformers can keep up with customer needs?
- Will PG&E continue to report record profits as customers struggle to afford to keep the lights on?
- We have a construction project that requires gas connection. How do we coordinate to ensure gas gets connected in an effective timeline?
- Are investors' earnings from customers' bill payments? Doesn't make sense your CEO's pay not from customers' bills.
- With the idea that in the future everything will all be operated by electricity, will you be able to keep up?
- I'm sorry to be so direct with my questions. But surely you guys can understand how awful it feels to be a PG&E customer? Losing insurance, electricity costs going up 25% every year, and a seemingly unending parade of new fees and expenses. Unless you're so lucky as to be in poverty, in which case, you'll get a break.
- I just want to know if PG&E gets this frustration? Because it doesn't feel like it. The optics are terrible. And as customers we have no choice in the matter. At all. You say it's for safety

and investing in infrastructure, but why didn't PG&E take the hit instead of passing it onto the customers so directly?

- What criteria is PG&E using to identify potential areas for zonal retirement of gas service? Have any areas been identified as possibilities?
- Why don't you put all the powerlines underground? This would eliminate the fires that you are causing. In addition, every time there is high wind or excessive heat, we lose power.
- I want to see you put rate payers before shareholders! Please! You're killing us. Literally and figuratively.