

Regional Town Halls

Quarter Two Regional Town Hall – Central Valley Region Summary

On June 4, 2024, PG&E held a Regional Town Hall for customers in the Central Valley 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

Central Valley Regional Town Hall Summary

- **Date:** June 4, 2024
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 97
- **PG&E Presenters:**
 - Joshua Simes, Regional Vice President, Central Valley Region
 - Daniel Keferl, Regional Safety Director, Central Valley Region
 - Tracy Mello, Regional Senior Manager, Central Valley Region

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 5 questions and comments were received.

The Q&A portion focused on the following themes:

- 811 Call Before You Dig
- Outages
- Billing and payment options

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=BywiiY_2bJc.

Additional presentations and recordings of past PG&E wildfire safety webinars 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, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall
Central Valley**

Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne Counties

Tuesday, June 4 | 5:30 - 7 p.m.

Join webinar »

Call 888-790-3253 »

Conference ID: 5290749

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, Joshua Simes.

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 »

MEDIA ADVISORY



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites Central Valley Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At June 4 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Central Valley 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, June 4 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Joshua Simes, 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
Central Valley	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne	June 4, 2024	5:30 – 7 p.m.	Link: https://bit.ly/3TUZBjg or Dial-in: 888-790-3253 Conference ID: 5290749

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.



BROADCAST GRAPHIC

REGIONAL TOWN HALL
Central Valley Region

Tuesday, June 4 at 5:30 p.m.

Learn more about PG&E's 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.

- For the bill balance program, is this something a customer that is currently on a net-metering plan for electric and usually have monthly gas bills.
- For the budget billing program, is this something a customer that is currently on a net-metering plan for electric and usually have monthly gas bills.
- I have a question. Where can I follow whether or not there is a blackout in my neighborhood?
- I have observed that in my communities that we unfortunately do not always experience contractors calling 811 before they dig, is there something we can do to make more of these contractors aware of 811? Frequently this takes our internet connection down at times for days.
- Thank you.