

Regional Town Halls

Quarter Two Regional Town Hall – North Valley & Sierra Region Summary

On May 23, 2023, PG&E held a Regional Town Hall for customers in the North Valley & Sierra 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), 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

North Valley & Sierra Regional Town Hall Summary

- **Date:** May 23, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 558
- **PG&E Presenters:**
 - Joe Wilson, Regional Vice President, North Valley & Sierra Region
 - Paul Jeske, Regional Safety Director, North Valley & Sierra Region
 - Alison Feliz-Wukasinovich, Regional Senior Manager, North Valley & Sierra 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, including successes and challenges, 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 53 questions and comments were received.

The Q&A portion focused on the following themes:

- Vegetation
- Customer resources
- Wood management

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=YeVnviiB6HQ>.

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 North Valley & Sierra
Town Hall**

Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo and Yuba Counties

Tuesday, May 23 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-566-6507 »](#)

Conference ID: 3186580

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, Joe Wilson

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.

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.

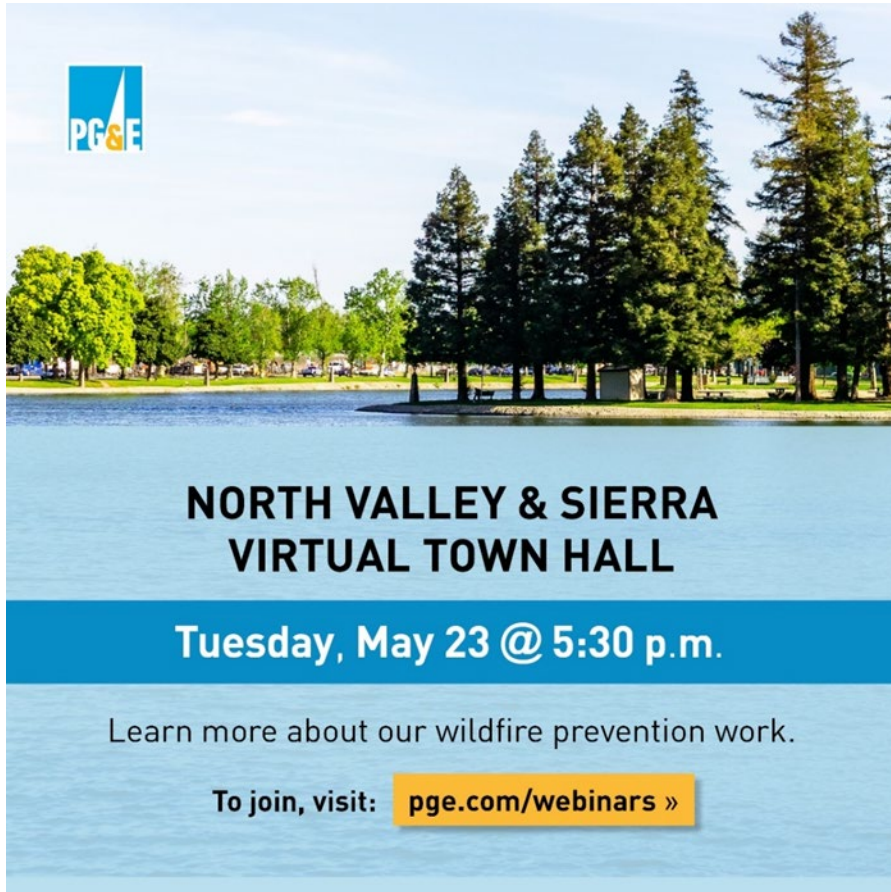
For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

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.

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.

INSTAGRAM POST



PG&E

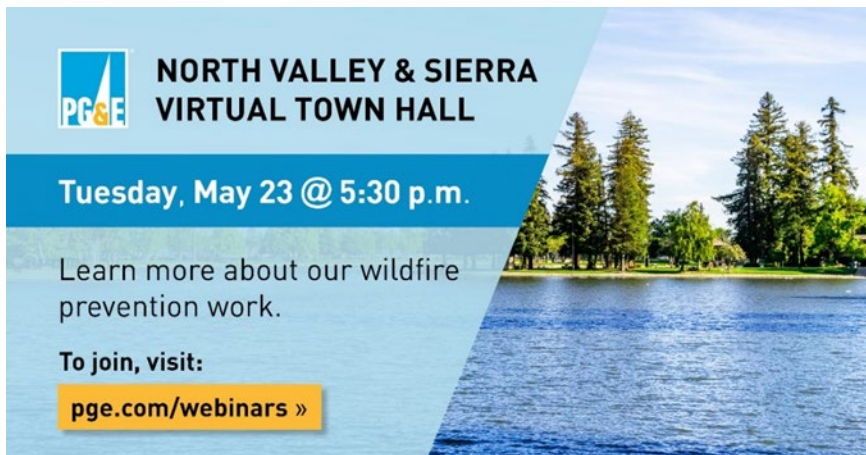
**NORTH VALLEY & SIERRA
VIRTUAL TOWN HALL**

Tuesday, May 23 @ 5:30 p.m.

Learn more about our wildfire prevention work.

To join, visit: pge.com/webinars »

FACEBOOK POST



PG&E **NORTH VALLEY & SIERRA
VIRTUAL TOWN HALL**

Tuesday, May 23 @ 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.

- I have a question/comment about Wildfire Wood Management. I submitted a permission form on May 8 and have not yet heard back. I followed up via email and voice message 2 times and have not yet heard back. Who can I contact to get a response?
- I am in the Butte County CA area.
- The voicemail currently states 2 business day call back times.
- Will Placer County be doing another green waste collection such as the one that happened this past weekend? There is still a lot of dead wood on the ground left by PGand E contractors and tree fall from the storms.
- What I am asking is "is there any help for getting rid of dead wood on a community wide basis" not for each separate property. also is there any help in removing dead wood for the disabled and elderly?
- So individual only, no community assistance?
- I have a questions/comment about Wildfire Wood Management. I submitted a permission form on May 8 and have not yet heard back. I followed up via email and voice message 2 times and have not yet heard back. Who can I contact to get a response?
- What did CEO Patricia Poppe do in 2022 to earn over \$51 Million salary for the year?
- What documentation proof is required for approval of an application for a backup generator rebate? Is a picture of the installation necessary or will an invoice/receipt sufficient?
- I cannot find details on the website, hence my question. I started an application but it was not clear what the documentation requirements are.
- Why is PG&E paying dividends to its shareholders, yet PG&E has not made the fire victims of the last 5 years whole, some have only been given 50%.
- Are there any incentive for battery for when pspS happen
- It is great to hear about the "sno-cat donations", burying of lines, community outreach programs, etc. But how is PG&E addressing rising costs to customers while the PG&E infrastructure is failing, i.e.. monitoring of lines that ARE causing wildfires. It seems that 'we' the customers are bailing the company out AND paying for long overdue improvements. I have personally interacted with sub-sub contractors upgrading equipment to my property..... over 2yrs.
- Why did the backup power generator rebate program change in 2022. It was graduated based on price of the generator. Now, it is \$300 regardless of acquisition cost.
- I by the way, am in Shingle Springs, El Dorado Cty.
- Can you address the contractors you sub-contract to?
- Thumbs up = you answered my question
- As a nurse working 8-4:30 M-F for the VA in Martinez, I get home and start cooking dinner for myself. Is there any way you can find it in your heart to lower the gas prices for my gas oven stove? I will not use a microwave because my husband died of pancreatic cancer with mets to the liver and I totally believe that had something to do with it.
- I have property in Feather Falls area. I don't live there anymore due to the fire. I have a locked gate and request to call me for access my phone number is on the gate. How can I

ensure when I got a call that it is from a legitimate PGE contractor. Usually the call are from personal phone numbers.

- Gas prices are so high from 4-9 p.m.
- How is the risk profile determined and how can it be appealed/challenged?
- No question, just a THANK YOU for this informative Event!
- Thank you for the "EPSS" explanation
- What is fire risk level based on? Likelihood of fire incident and impact to community in an area, something else?
- The cost of heat was outrageous. pg&e reported high returns. any help for the customers who paid double and sometimes triple the normal amount while pg&e profits increased. Anything to offset customer hardship.
- One bill ate our entire SHIPP amount. we have CARE. we had our place weatherized by professional right before bill went up. still 2 to 3 times as normal. we use less energy between 4-9pm.
- How are we going to be notified if our power is out and our cell towers are not working?
- These areas have a lot of Spanish speaking. Do you offer these webinars in Spanish?
- I Thank You for all of this 'long over-do' action & info.
- A Public Service Announcement would be a valuable tool to post this information.
- Please put address in alerts for those of us who have more then one dwelling that are in different cities. I've been getting alerts and I have no idea which dwelling you are referring to.
- What is fire risk rating based on? What factors make an area high risk?
- What about resources for help with trimming over grown shrubs/ trees for those of us who don't have the tools or function to do so.
- What authority does PG&E have regarding homeowners with trees that encompass PG&E lines for surrounding customers? Can you 'trim and or cut' their trees?
- What is the timeline to get tree removal from cut trees over 4 in diameter with Wildfire Wood Management Program.
- From time of submission.
- What undergrounding is occurring around Elk Creek?
- And what is the timeframe?
- Nevada City's outlying area, specifically Cascade Shores, is an extreme fire danger area as proven by the fact that none of us can get fire insurance other than through the overly expensive California "fair" plan. Why is this area not listed as being planned for undergrounding in the near future?
- How come it takes so long to get a backup power transfer meter.
- Are there any programs or discounts for those who work from home and rely heavily on electricity.
- What authority does PG&E have in mitigating potential hazards (having homeowners clear, cut, etc.)?
- At Bucks Lake there are different colored ribbons around compromised trees —what does each color mean?
- What is PG&E's position regarding the push to ban residential gas appliances in California? Communities like ours rely on these appliances as we deal with many power outages, some over a week in length.

- The tree contractors for PG&E have been both great and bad on our one street Fiddleneck road near Laporte in Plumas County. First the bad contractor Mountain fell a tree on top of my septic tank probably cracking the top but with the 3-foot diameter stock on it I cannot even have it checked. My neighbor alerted several Mountain (in charge) people with no response, they also cut 1/2 way through a tree next to it and just left it to die and fall over in the future. So am I supposed to start a suit to have the problems resolved? Or will the PG&E contractors finish what they started, remove the log I made them aware of in August of 2022 as well as chip the piles stacked along the road, that pulling a chipper behind the truck said another crew will be by to chip. Why do you pay Mountain to pull a chipper an extra amount if another crew was supposed to chip? I may be reached at XXX or .
- How do us customers lodge a concern to you about the conduct of your tree contractors Mountain, Davie, others ?