

Regional Town Halls

Quarter Two Regional Town Hall – North Coast Region Summary

On May 30, 2023, PG&E held a Regional Town Hall for customers in the North 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 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 Coast Regional Town Hall Summary

- **Date:** May 30, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 97
- **PG&E Presenters:**
 - Ron Richardson, Regional Vice President, North Coast Region
 - Corey Zeigler, Regional Safety Director, North Coast Region
 - Austin Sharp, Regional Senior Manager, North Coast 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 11 questions and comments were received.

The Q&A portion focused on the following themes:

- Outages, local/agency partnerships
- Wildfire safety work
- PG&E contacts

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=xKQ6faKZrZ0>.

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 Coast
Town Hall**

Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity Counties

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

[Join webinar »](#)

[Call 888-982-4693 »](#)

Conference ID: 1576502

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, Ron Richardson

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 Coast Region Customers to Town Hall for Updates on Wildfire Prevention Work and Safety Resources

At May 30 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites North Coast 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 Ron Richardson.

On Tuesday, May 30, 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 Coast | Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity | May 30, 2023 | 5:30 – 7 p.m. | Link: https://bit.ly/3MR7eWb or Dial-In: 888-982-4693 Conference ID: 1576502 |

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, Ron Richardson

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



**NORTH COAST
VIRTUAL TOWN HALL**

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

Learn more about our wildfire prevention work.

To join, visit: [pge.com/webinars »](https://pge.com/webinars)

FACEBOOK POST



**NORTH COAST
VIRTUAL TOWN HALL**

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

Learn more about our
wildfire prevention work.

To join, visit:
[pge.com/webinars »](https://pge.com/webinars)



Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- How is PG&E working with local/county fire departments?
- Can I identify work that is being done in my specific area – a more focused area, I'm in Cotati, Sonoma County.
- I got here late. Will I be able to see what I missed?
- Thank you.
- Do you help with Home Hardening audits on buildings?
- We live at XXX, just south of Fort Bragg. We experience frequent outages due to wind. Our neighbors tell us this is a long-standing issue since our power is delivered over the hills through the forest and past the old mill site. I noticed that there is a 2-pole transformer rack at the end of Gibney on Highway 1. There appears to be cut-outs there that would allow delivery of power to our neighborhood via these facilities. Is there any plan for this change? We are on well water and when we lose power our home rapidly becomes unlivable. When we travel, we run the risk of losing all the food in our freezer. We have lived in rural areas for years and we understand occasional outages but what we have seen since moving here is dramatically worse than anywhere else we have lived.
- XXX.
- Thanks. I sent an email to the address you provided and all I got was a response saying my case was closed.
- You are losing more and more trust because we cannot get a human anymore unless we say it's an emergency.
- Thank you! This was great. Best to everyone this season.
- Please tell me who has Jim Wickham's job now for Marin?