

Regional Town Halls

Quarter Two Regional Town Hall – North Coast Region Summary

On May 29, 2024, 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 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

North Coast Regional Town Hall Summary

- **Date:** May 29, 2024
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 107
- **PG&E Presenters:**
 - Dave Canny, Regional Vice President, North Coast Region
 - Shelby Stanton, Regional Safety Director, North Coast Region
 - Donovan Lee, Public Safety Specialist, Emergency Management and Public Safety Specialist
 - Carl Schoenhofer, 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 27 questions and comments were received.

The Q&A portion focused on the following themes:

- Wildfire mitigation
- Customer support programs
- Vegetation 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=Z7aj4d3sGic>.

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
North Coast**

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

Wednesday, May 29 | 5:30 - 7 p.m.

Join webinar »

Call 888-282-0377 »

Conference ID: 7793612

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, Dave Canny.

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 North Coast Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At May 29 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 customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Wednesday, May 29 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Dave Canny, 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
North Coast	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity	Wednesday, May 29, 2024	5:30 – 7 p.m.	Link: https://bit.ly/43S0fmd or Dial-in: 888-282-0377 Conference ID: 7793612

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

Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- Thanks for the significantly reduced number of outages! I have a UPS (Uninterruptible Power Supply) that emails if there's loss of power. These are VERY brief but sometimes it's 10+ in a row. Does this happen when you are changing power routing? Or...?
- Thanks. XXX Hidden Oaks Rd Sr CA 95404. I have a screen shot of this dtd May 4, around 8:30 AM - I don't see a way of attaching that.
- Recently two tree trimming companies (TTC) contracted by PG&E removed one and a half redwood trees. I say "one and a half" because the second TTC left a 30' tall, delimbed stump. Repeated calls with that company have got me nowhere. What recourse do we (and others with similar complaints) have? Another common complaint throughout the County is PG&E contracted TTCs leaving behind large logs on owners' property. Is PG&E saying that this is now the owner's responsibility? Thank you.
- Address is XXX Cherry Ridge Rd, Sebastopol, 95472. Thanks
- How soon will a recording be made available?
- What fire mitigation is being done in the Rincon Valley Santa Rosa area?
- When I clicked on the join webinar link from today's email, I wasn't able to get in. I had to go back to an earlier email to get in. Make sure the link you sent today is correct?
- Rates are based on PG&E's total territory costs, not just North Coast Region. Is there any information about what each of the regions costs are? Thanks.
- Yes, I just wanted to ask I saw the Bay Area Region still wasn't available. Wanted to know if there would be a delay.
- Do you have a chart of the wildfires, per year, including location for the last 20 years?
- What makes Sonoma Co have such a high risk - more than surrounding counties?
- Can I get someone from PGE out to inspect power lines on our property that are under several large Eucalyptus Trees?
- Village Green HOA, XXX Casa Buena Dr. Corte Madera CA.
- How are people living in these wildfire risk area's informed of them?
- Thanks!
- Can you receive both CARE and FERA at the same time?
- Thank you.
- How about PG&E providing assistance to disabled customers that need backup power.
- Should have included that I noticed since the fires (probably over a decade ago) have a 'line' all of a sudden starting. I noticed that also in the last couple of years. A couple of years ago, it was like a horseshoe covering many miles. Starting almost about the same time. It all seems calculated like they are done on purpose.
- I think you can sign up text alerts also, right. For fire threats?
- Appreciated!
- My name is XXX. I'm a student researcher for the SDSU research foundation. Is there an email for someone I could contact regarding PSPS events impacts and mitigation strategies? I've been impressed with the generator program specifically and wish to use it as an

example for my case study. Otherwise if you could contact me at XXX@sdsu.edu I'd love to ask a few more questions.

- What fire mitigation is being done in the Rincon Valley Santa Rosa area?
- Do you recommend the use of generator or back up battery?
- Thank you very much!
- Can you explain why highway undergrounding would be of higher priority for fire resistance than, say, more forested residential areas. Thank you.
- Thank you.