

Regional Town Halls

Quarter Two Regional Town Hall – South Bay & Central Coast Region Summary

On May 16, 2023, PG&E held a Regional Town Hall for customers in the South Bay & Central 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

Event Details

- **Date:** May 16, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 148
- **PG&E Presenters:**
 - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
 - Daniel Keferl, Regional Safety Director, South Bay & Central Coast Region
 - Matt Schneiderman, Regional Senior Manager, South Bay & Central 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, 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 25 questions and comments were received.

The Q&A portion focused on the following themes:

- Renewable energy
- Infrastructure
- Power generation

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=PvYbtcwYZag>.

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 South Bay & Central Coast Town Hall

Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz Counties

Tuesday, May 16 | 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, Teresa Alvarado

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 South Bay & Central Coast Region Customers to a Town Hall for Updates on Wildfire Prevention Work and Safety Resources

At May 16 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites South Bay & Central 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 Teresa Alvarado.

On Tuesday, May 16, 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
South Bay & Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz	May 16, 2023	5:30 – 7 p.m.	Link: https://bit.ly/40ID8b2 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, Teresa Alvarado

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.

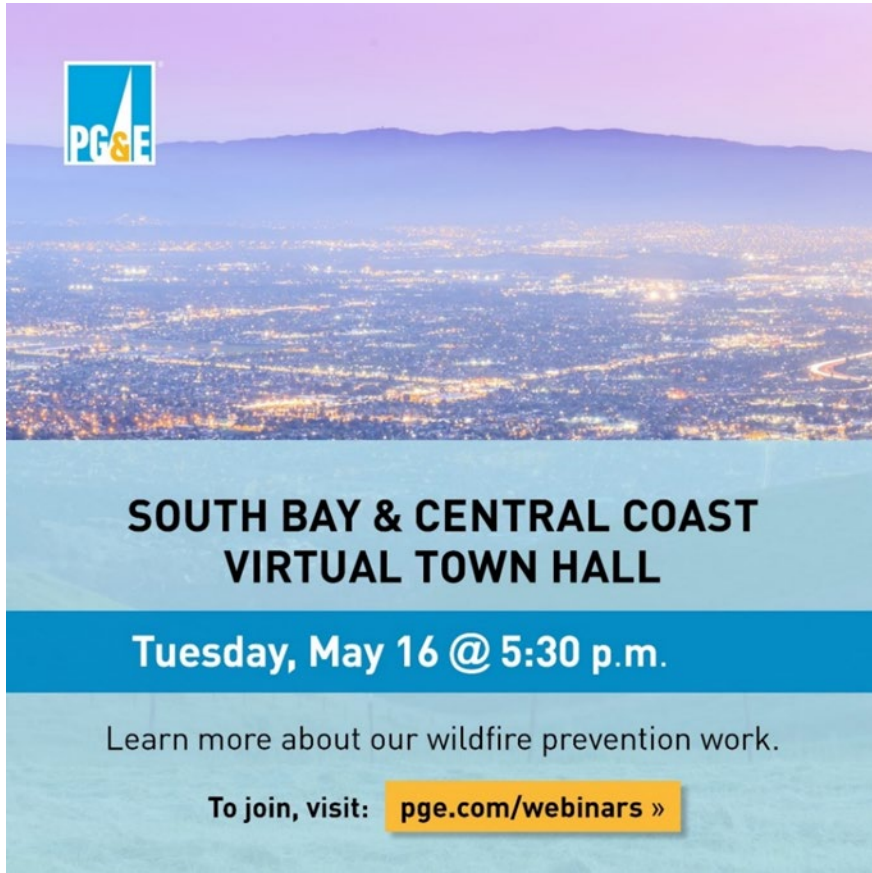
For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

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



The Instagram post features a background image of a city at night with lights reflecting on hills. In the top left corner is the PG&E logo. The main text is centered and reads: **SOUTH BAY & CENTRAL COAST VIRTUAL TOWN HALL**. Below this, a blue banner contains the text **Tuesday, May 16 @ 5:30 p.m.**. Underneath the banner, it says "Learn more about our wildfire prevention work." and "To join, visit: pge.com/webinars »".

FACEBOOK



The Facebook post features a background image of a city at night with lights reflecting on hills. The PG&E logo is in the top left. The text reads: **SOUTH BAY & CENTRAL COAST VIRTUAL TOWN HALL**. Below this, a blue banner contains the text **Tuesday, May 16 @ 5:30 p.m.**. Underneath the banner, it says "Learn more about our wildfire prevention work." and "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.

- Is there someone who buys waste biomass for use to generate electricity?
- How does the PGE, SDGE, and SCE combined proposal to charge customers a fixed fee while reducing the per kWh charge affect the average South Bay and Central Coast customer? Additionally, how does the reduced kWh charge uniquely affect those who invested in solar and are now grandfathered into NEM 2.0? Thank you.
- Thanks for answering the question, I look forward to additional info if & when this proposal goes forward. Recommend including specifics on how the average customer's bill would change.
- What percentage of PG&E electricity generation is from biomass? Can biomass be burned cleanly? For example, could part of the old Moss Landing facility that used to burn oil, coal, or gas be converted to burn biomass to generate electricity cleanly and sustainably?
- What percentage of electrical power is generated by PG&E-owned power plants?
- How does the PGE, SDGE, and SCE combined proposal to charge customers a fixed fee while reducing the per kWh charge affect the average South Bay and Central Coast customer? Additionally, how does the reduced kWh charge uniquely affect those who invested in solar and are now grandfathered into NEM 2.0? Thank you.
- I've seen you everywhere - thank you!
- Does your high-fire risk area map match up to CalFIRE's most recent SRA high risks designations?
- Any new technology to speed up PSPS restoration times?
- Shout out to Jeana Arnold - our PG&E Central Coast Rep. Very responsive!
- What do you see as future risks? You have hardened for fire, what about other events, rain, wind, cyber and bad actors?
- Cal Fire, PG&E and others recommend, "Shut off gas at the meter; turn off pilot lights," when evacuating because of a wildfire. What is the rationale behind this? What specific dangers does *not* doing so pose? Given that customers should *not* turn the gas main back on themselves (because of concerns related to a pressurized system), and may wait weeks for this service to be performed after their return, I need a better answer to the question I frequently get in preparedness trainings, "Why?," than, "Because Cal Fire says so!"
- How much of PGE power is developed within the PGE footprint? How much is purchased outside of PGE?
- How ya doing on replacing your Cellon-treated poles?
- What is PGE's plan to install BPTM meters to allow people to use portable generators?
- So how much of the power is from Nuclear, Natural Gas, Coal, Hydro/Geo thermal, and Solar. How much of this is produced by PGE vs. outside players?
- When the live Q&A started, my previous questions disappeared along with the answers you provided. Is there a way for me to save the information provided in the chat window?
- Are you replacing aging wood poles with metal poles?

- If 50% of power generation is from Renewable sources - what is the breakdown of renewable? Of this how much is PGE owned vs. purchased from outside sources? Are these renewable sources say solar are only good during daylight hours?
- Is there a program to assist in the cost of inside wiring for a generator?
- Is there a place where we can take waste biomass like urban wood waste or forest slash. Is it possible to be paid for it?
- Thanks very much. Appreciate all you do!
- What are you doing to create solar powered microgrids?
- Thank you! That was way more informative than I expected!
- Thank you.