

## Regional Town Halls

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

On May 7, 2024, 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 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

#### South Bay & Central Coast Regional Town Hall Summary

- **Date:** May 7, 2024
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 266
- **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
  - Cindy August, Regional Safety Director, Central Coast Region
  - Jacob Panachaveettil, Customer Onboarding Specialist

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 35 questions and comments were received.

The Q&A portion focused on the following themes:

- Service planning
- Electrification
- Gas

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](http://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  
South Bay & Central Coast**

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

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

**Join webinar »**

**Call 877-601-4718 »**

**Conference ID: 6972137**

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, Teresa Alvarado.

**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](https://safetyactioncenter.pge.com) »

## MEDIA ADVISORY



Marketing & Communications | 415.973.5930 | [www.pge.com](http://www.pge.com)

### **PG&E Invites South Bay & Central Coast Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources**

*At May 7 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 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, May 7 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Teresa Alvarado, 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](http://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	Tuesday, May 7, 2024	5:30 – 7:00 p.m.	Link: <a href="https://bit.ly/3U9oQjo">https://bit.ly/3U9oQjo</a> or Dial-in: 877-601-4718 Conference ID: 6972137

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](http://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](http://pge.com) and [pge.com/news](http://pge.com/news).



## Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- Can you provide information on any recent developments or changes in rates and billing practices that customers should be aware of?
- What steps is PG&E taking to enhance customer service and improve communication with residents in our region?
- Can you provide information on how PG&E collaborates with solar companies like Sunrun to promote the adoption of renewable energy sources and ensure a smooth integration of solar power into the existing electrical grid? Additionally, how does PG&E support customers who have installed solar panels from companies like Sunrun in terms of net metering, energy credits, and other related programs?
- Why does PG&E make it so hard to upgrade electrical panels?
- I applied for an upgrade from 100A service to 200A for my new construction in SLO in May 2023 and still don't have service. My project is complete but I can't move in without a stove that works. I also have solar panels that are not able to send my production to the grid or power my home. What is the problem? Is it just because you want me to keep paying for electricity rather than benefitting from my expensive solar upgrade?
- If you upgraded my transformer as per my request a year ago, it would help with your load needs as I have an 8 kW solar array.
- How can I find out when PGE plans to underground lines in my Cambrian/SJ community?
- You've mentioned load issues several times but won't upgrade my transformers so that my panels can supply my energy and the grid. Why not?
- We are experiencing very long lead times for service planning and construction of projects in the San Luis Obispo area. What steps are being taken to help solve that problem?
- Lost audio.
- Disregard.
- Why are you building more above-ground lines as the changing environment has proven just what a bad idea this is? Most other states have been undergrounding for decades
- We are being told that construction schedule is currently booking into December already.
- But a year is too long to wait. You are obstructive to conversion to all electric conversion and away from gas use. How is a year acceptable?
- XXX GLEN UNA DR LOS GATOS\_APP# XXX\_GAS/ELECTRIC SERVICE.
- I have a question.
- I'm on the Community Advisory Council for Central Coast Community Energy. We had a meeting focused on transportation electrification. A PG&E presented and described a 3 to 8 year timeline for supplying connections for Level 3 charging banks. This timeline doesn't work with state and federal electrification goals. Does PG&E have a concrete plan to address this problem.
- We (wife+me) purchased a home (XXX Glen Una Dr, Los Gatos, 95030) on XXX. The previous owner intended to tear it down and build a new one and they had disconnected the electricity, gas and water. However, it suits our needs perfectly and we decided not to tear it down but move in. We opened a case with PGE to restore the connection to our home on

18th May, 2023. We have been given the runaround and even today we don't have power!! The case was also raised as an urgent request since we need to move in. All it is missing is an electric meter as the main panel is 200Amp and has been tested out. We even have the permit and the Santa Clara County inspector visited the property and verified everything and issued a "meter release". Today, almost a week away from a full year!! We do not have power even today! We have been told that we should expect it on 9th of May!!

- Has there been or will there be any progress regarding permanent battery inspection? I had a battery installed in August, but PGE has not done the needed inspection yet.
- I can't even use my range much less plug in my Tesla because I've been waiting a year for a transformer upgrade. If you completed my request it would be one more EV charged at home.
- How is PG&E doing on electrifying its own fleet?
- I live in a PUD townhouse community in West San Jose. We were informed in 2022 that PG&E would replace gas lines within our association property. To my knowledge, our community has not received an update as to the status of this program. Has there been a change in focus for these types of community upgrades within PUDs?
- I've heard that income qualified programs don't always get utilized. How is PG&E doing outreach to support these customers?
- Question #1: What is the typical turnaround for reconnection to the house given that there have been no changes from the time the previous owner disconnected the service?
- Question #2: What is the process to follow if any customer needs a PGE connection? How do we get to know what is the progress of the case opened?
- I'm not asking for money for my EV support, just the panel upgrade so I can charge my car at home and use my solar panels.
- I could have move in back in December if you completed my upgrade to 200A.
- When are you going to make your guidance smart to EVs? I'm on an EV electrical plan. I charge at the time of night that PG&E recommends. And yet every month I get an email saying I consume most of my energy late at night and I should investigate why... (facepalm)
- This is all marketing spin and softball questions to advance your agenda. I find it hard to believe I'm the only person having issues obtaining the services I need from PG&E.
- Next time allow everyone to dialog with you live and see others posted questions so this indeed does feel like a Town Hall.
- I might have missed it by joining late, but did you talk about gas line pruning? Like at Cal State Monterey Bay? That's a really cool project.
- I'm sure based on what I am hearing that many others are in the same boat I am in. My neighbor is a PG&E engineer and he tells me it's the number one issue customers complain about.
- If I had my service upgrade, my tesla battery and solar panels would mitigate against what she just spoke about.
- That QR code wasn't up long....
- I have jumped through hoops to try to get the generator transfer switch. I live in a high fire zone. I've received promises of a return phone call, but someone keeps dropping the ball. Please help XXX@sbcglobal.net