

Regional Town Halls

Quarter Three Regional Town Hall – Bay Area Region Summary

On August 2, 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, vegetation management work, Enhanced Powerline Safety Settings (EPSS), wildfire safety, 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:** August 2, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 320
- **PG&E Presenters:**
 - Aaron Johnson, Regional Vice President, Bay Area Region
 - John Gilginas, Regional Safety Director, Bay Area Region
 - Mike Bockrath, Regional Senior Manager, Bay Area Region
 - Ricardo Navarro, Principal Program Manager, Customer Emergency 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 21 questions and comments were received.

The Q&A portion focused on the following themes:

- Customer resources
- Infrastructure
- Outages

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=e_nDvGXhQqE.

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 Bay Area Town Hall

Alameda, Contra Costa, San Francisco and San Mateo Counties

Wednesday, August 2 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 800-857-9717 »](#)

Conference ID: 8686623

We'll share more about the weather during wildfire season, wildfire preparedness and safety resources. 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, Aaron Johnson

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 Bay Area Region Customers to a Town Hall for Updates on Wildfire Season and Safety Resources

At August 2 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Bay Area Region customers to a virtual town hall for a wildfire season update and an overview of resources to prepare for safety outages. Customers can connect with their local leadership team, including Regional Vice President, Aaron Johnson.

On Tuesday, August 2, 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
Bay Area	Alameda, Contra Costa, San Francisco and San Mateo	August 2, 2023	5:30 – 7 p.m.	Link: https://bit.ly/3pJumq8 or Dial-In: 800-857-9717 Conference ID: 8686623

During the webinar event, customers can:

- Learn about our wildfire season updates and safety outages you may experience
- Hear about safety tips and resources available to prepare for wildfire season
- Connect with PG&E's regional leadership team, including Regional Vice President, Aaron Johnson

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](https://www.nyse.com/quote/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



**BAY AREA
VIRTUAL TOWN HALL**

Wednesday, August 2 @ 5:30 p.m.

Learn how to prepare for wildfire season.

To join, visit: pge.com/webinars »

FACEBOOK POST



**BAY AREA
VIRTUAL TOWN HALL**

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pge.com/webinars »

Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- My home is in the Northgate area of Walnut Creek. We've had 5 electricity outages in the last 12 months lasting 4 to 27 hours. Only one was caused by weather. I really appreciate all you do to deliver our electricity and gas, but Does PG&E consider this an acceptable level of outages?
- My 1968 home was built with only 100 amps. Bringing in more is thousands of dollars. Does PGE have any plans to help?
- What's the status on the rest of the HV Pole replacements through Hidden Lakes Park?
- If everyone in my Cul-d-Sac upgraded their service to 400A, the transformer feeding our homes would need to be upgraded from 326kW to 1.3Mw. Will PG&E be able to supply this amount of power with the drive to all electric homes?
- You mentioned "too much solar". What is the amount of solar generation that is currently "lost" in the PGE service area, and what % of this is currently captured with battery storage?
- I am hearing that PGE is making contractors sign with electrical workers union rather than unions that do underground work year round. Is this a savings to PGE And please don't say safety these unions work on gas electrical daily.
- Where is the Edgemar neighborhood in Pacifica in the undergrounding priority queue?
- Thank you for working to make the challenging areas better, in terms of issues around outages. My question is about the pge safety net payments. The pge site says payments can be expected for extended outages. However, my neighbors and I (Skyline, skylonda CA35) have not received any promised payments from outages back in January-March. I tried to call the number on the site, but the automated system seemed to have no understanding of what the safety net program is. I can try the email address you shared. It would be nice to hear if pge will make good on these promises or not. I have also reached out to Sen Becker (San Mateo) about this issue as i originally heard about the program from an email he sent to us. https://www.pge.com/en_US/residential/outages/current-outages/report-view-an-electric-outage/additional-resources/extended-outage-compensation/extended-outage-compensation.page.
- Is PG&E planning to have incentives for battery storage installation on individual homes and buildings?
- What is SPARK Gas? Why did I pay them thousands of dollars in transport fees?
- Outside contractors.
- Why can't PG&E provide more information about the cause of the outage when it is known? Estimates of power restoration during the storms this past year were misleading and completely inadequate.
- Does PG&E shut off gas in PSPS too?
- General question: my wife and I really tried to contribute by using time of day plans but recently did very careful calculations and realized that all the inconvenience (e.g. running washer in the morning and not after work) we were saving about 0.5-1\$ a month only on average. So we switched back to basic plan. Is there any way to revisit these rates to naturally encourage customers to save real money by using electricity off-peak and not just

save 50 cents? Maybe a plan with much cheaper price off-peak and much more expensive per kWh on-peak?

- Wildfire risk and past wildfires are a primary cause of increased insurance premiums. Is PG&E working with the insurance industry to make wildfire mitigation efforts known to insurers and to what neighborhoods they may apply?
- You track EPSS outage time, but do you also track the total outage time over a month?
- You mentioned that one of the safety layers in the installation of stronger powerlines and poles. I do not live in a high risk wildfire area, but PGE is replacing the power poles in our area. How are these poles better? And why not invest in undergrounding (or grade level grounding) vs. new power poles?
- Are there plans to move power lines underground in communities and neighborhoods where the lines are currently on power poles? If so, is there a schedule for this activity? We have overhead lines in our neighborhood.
- It is advised to keep the thermostat at 78 degrees during the summer months. However, that is still very, very, hot. What's the lowest we can keep the thermostat at and still save energy please?
- Sorry but I wasn't happy with response for most questions. For example
 1. rate plans: we don't need technology, PGE set the rates so why not just make a meaningful plan so to encourage people to use more power off-peak and less on-peak your current plans don't do that effectively.
 2. why new poles? You don't save money, sell bonds and think more long-term.
 3. schedule for underground. This came up so many times so maybe it was not advertised that you do indeed have this schedule. I have not heard of it until today.
- Thanks for all the info and answering our questions....