

Regional Town Halls

Quarter Three Regional Town Hall – Bay Area Region Summary

On August 27, 2024, PG&E held a Regional Town Hall for customers in the Bay Area 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

Bay Area Regional Town Hall Summary

- **Date:** August 27, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 257
- **PG&E Presenters:**
 - Jake Zigelman, Regional Vice President, Bay Area Region
 - John Gilginas, Regional Safety Director, Bay Area Region
 - Mike Bockrath, Regional Senior Manager, Bay Area Region
 - Tom Smith, Senior Manager, Customer Engagement Strategy

The event featured a 60-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 22 questions and comments were received.

The Q&A portion focused on the following themes:

- Vegetation management
- Solar
- Safety

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=kgbPs7KvCec>.

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
Bay Area**

Alameda, Contra Costa, San Francisco and San Mateo Counties

Tuesday, August 27 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-809-8968 »](#)

Conference ID: 1159014

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, Jake Zigelman.

We encourage you to join and learn more about:

- Projects happening in your area
- Our Community Wildfire Safety Program
- Safety tips and resources available

Please reach out to webinars@pge.com if you need an ADA reasonable accommodation to attend this meeting.

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

At August 27 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 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, August 27 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Jake Zigelman, 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
Bay Area	Alameda, Contra Costa, San Francisco and San Mateo	Tuesday, August 27, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/463JsQ8 Or Dial-in: 888-809-8968 Conference ID: 1159014

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

REGIONAL TOWN HALL
Bay Area Region

Tuesday, August 27 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

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.

- Any updates on the repeated and inexplicable outages in downtown Danville?
- Can you address the transmission line in Contra Costa County, specifically Antioch?
- How do you guys intend on better communicating projects and completion and completion dates?
- To request a home checkup, do I send an email with my request?
- There is popularity of a plug-in device called "power saver "made by "Watts" to regulate electricity into the house. Is there any truth to the efficacy & reliability? If not, any negative impact?
- Thank you for the response.
- How can you make a dispensable space when you guys have transmission lines?
- What is the maintenance schedule for the large transmission lines in Antioch, California?
- Pge messages never gives a reason after an outage and power is restored in the email alert message. Where can we find out the reason? Customer service did not know.
- As a residential customer, what kind of safety message are you trying to deliver by showing on your advertising including this meeting showing a big pge crane truck driving on the wrong side of the road?
- I'd like to find out about defensive spaces to be preventive of wildfires and maintenance schedules in Antioch. We don't have more definitive maintenance schedules for those transmission lines. I live next to the Bart station and we've had two fires there and bad maintenance on transmission lines and we need more communication with the community communication with that community.
- Does keeping Diablo Canyon open beyond 2025 and potentially past 2030 help with managing electricity costs and keeping rate increases to under 3%? (Also thank you for opening up public tours to the plant. Your outreach and social media team is doing a phenomenal job!!)
- If the power goes out, we can't access the internet and our cellphones don't work. How do we get notifications?
- Could future speakers have at least one woman, or 25%?
- How can customers get the communication that maintains has been done and when they come back again to do further maintenance? What is the communication process so that we could be a part of it especially with replacing gas line in the neighborhood and they cut into the sewer line how can we be assured that we have safe and reliable energy afterwards.
- What is being done to flatten and leverage the duck curve given that at mid day we often have more solar power than we can use? Does PG&E have any large battery storage projects planned?
- Thank you, Tom - we can't get cellphone coverage without a network extension on the internet.
- Thank you for that answer on DCPD.
- Is PG&E exploring advanced reconditioning of its high-capacity transmission?

- I was expecting more conversation with a specialist, gas transmission, and electric transmission more dialogue regarding that and wildfires and defensible areas and the coordination of talking to the customer regarding projects, end date, beginning date and if they have ongoing issues, such as had into sewer, lines or other things that have been damaged that they can report that to the people in the neighborhood when it affects the whole neighborhood so it was disappointed that more people were not very specific in the transmission lines of gas transmission lines, and the electrical lines. More and more interaction would be very helpful
- How to SPEAK to a person regarding a dangerous city-owned tree in Martinez?
- Thank you.