

Regional Town Halls

Quarter Three Regional Town Hall – Central Valley Region Summary

On August 10, 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 10, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 145
- **PG&E Presenters:**
 - Joshua Simes, Regional Vice President, Central Valley Region
 - Dan Keferl, Regional Safety Director
 - Greg Race, Regional Senior Manager, Central Valley Region
 - Dave Meier, Senior 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 22 questions and comments were received.

The Q&A portion focused on the following themes:

- Customer resources
- Billing
- 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=9PfZNHhaya4>.

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 Central Valley
Town Hall**

Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne Counties

Thursday, August 10 | 5:30 - 7 p.m.

Join webinar »

Call 888-831-8981 »

Conference ID: 7567030

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, Joshua Simes

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 Central Valley Region Customers to a Town Hall for Updates on Wildfire Season and Safety Resources

At August 10 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Central Valley 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, Joshua Simes.

On Thursday, August 10, 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
Central Valley	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne	August 10, 2023	5:30 – 7 p.m.	Link: https://bit.ly/43rjMrL or Dial-In: 888-831-8981 Conference ID: 7567030

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, Joshua Simes

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 POST



**CENTRAL VALLEY
VIRTUAL TOWN HALL**

Thursday, August 10 @ 5:30 p.m.

Learn how to prepare for wildfire season.

To join, visit: pge.com/webinars »

FACEBOOK POST



**CENTRAL VALLEY
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Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- When will we see the cost of gas and electricity significantly decrease? Will the amount of the credit that we receive increase, the credit that was received was not enough to impact residents bills.
- Do I get a SECOND rate reduction when I purchase a second E.V. (Electric Vehicle)?
- Are the customers paying the cost for the fires?
- Please be more transparent during the outages. Whenever there's outage PGE always says you have people on site and they are trying to find out what the issue is and there never is an update beyond that. Do you guys know what the reason is and you put it in OMS? Why can't you tell your customers what the reason is also, it would be nice if you would tell us what you're doing to repair the outage example, we are putting up new conductor and replacing a pole. By doing that we know that you guys are actually out there working.
- I have installed too many solar panel on low income houses as volunteer for GRIDE teams. One year ago, I removed my own solar panels from another owned house. Currently, I am trying to install my solar panel on my current own house in Fresno Tarpey village area. What are the required permits to install these solar panels on my current house, i.e. what are the necessary permits to get from PG&E before installation of solar panels? Do I need a certification? I'm am a licensed professional Engineer in California.
- Some Central Valley communities, like Lemoore, are negatively impacted by the lack of energization to new commercial projects. This often forces valley cities to forego economic development opportunities that can only yield positive results. How does PG&E plan to improve energization so valley cities don't lose out on attracting new businesses and employers?
- What are you doing to safe guard your equipment? What are you doing to prevent hacking calls from your number being sent to customers asking for payment?
- My last question was sent before I had a chance to proofread it. You put the outage info into OMS so to not let your customers know is wrong.
- I had heard that PG&E was no longer cutting trees to keep power lines clear; does this mean customers have to cut the trees themselves or hire tree services to do the work?
- Solar panel benefits in the long run.
- It sounds like you really don't have many options for those of us on SS and are low income! PG&E is running people out of California along with our Governor! I am still trying to figure out how you want everyone to have Electric Cars. We don't even have enough electricity as it is and already have rolling blackouts etc.! We need to bring back the Forest Restoration Projects for many reasons! To include wild fires! We have many trees that are falling in our neighborhoods as well. Emergency kit ideas are great! Foodbanks are usually drained and asking for donations!
- There are 2 people talking at the same time on this presentation.
- What do you do with the tree removal and wood chip. Where you do find free wood chip?
- Can you explain rebates for permanent backup battery setups?
- My medical discount on pge is just a few dollars only, which is not helping me at all.

- Are you replanting trees in other areas for environmental health?
- How come I didn't get a emergency package?
- Contractors at the Sierra mountains are digging trenches but the traffic handling is risky and does not follow the safety protocols for traffic handling. For example, there is no pilot cars to help?
- Are all the pge lines going to eventually be underground, and will that help improve power?
- Battery rebates???
- What advance work have you done on gas lines?
- Very impressive!!