

## **Regional Town Halls**

### **Quarter Three Regional Town Hall – North Valley & Sierra Region Summary**

On August 1, 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 1, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 123
- **PG&E Presenters:**
  - Joe Wilson, Regional Vice President, North Valley & Sierra Region
  - Paul Jeske, Regional Safety Director, North Valley & Sierra Region
  - Alison Feliz-Wukasinovich, Regional Senior Manager, North Valley & Sierra 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, 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 17 questions and comments were received.

The Q&A portion focused on the following themes:

- Customer resources
- Outages
- Infrastructure

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=hRrkixco9-4>.

Additional presentations and recordings of past PG&E wildfire safety webinars are available at [pge.com/webinars](http://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 North Valley & Sierra  
Town Hall**

Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo and Yuba Counties

Tuesday, August 1 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-469-0865 »](#)

Conference ID: 6913675

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, Joe Wilson

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



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## PG&E Invites North Valley & Sierra Region Customers to a Town Hall for Updates on Wildfire Season and Safety Resources

*At August 1 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites North Valley & Sierra Region customers to a virtual town hall for a wildfire season update and an overview of resources to prepare for safety outages.

On Tuesday, August 1, 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](http://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
North Valley & Sierra	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo and Yuba	Tuesday, August 1	5:30 – 7 p.m.	Link: <a href="https://bit.ly/43iXhI">https://bit.ly/43iXhI</a> or Dial-in: 888-469-0865 Conference ID: 6913675

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, Joe Wilson

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



**INSTAGRAM POST**



**NORTH VALLEY & SIERRA  
VIRTUAL TOWN HALL**

**Tuesday, August 1 @ 5:30 p.m.**

Learn how to prepare for wildfire season.

To join, visit: [pge.com/webinars](https://pge.com/webinars) »

**FACEBOOK POST**



**NORTH VALLEY & SIERRA  
VIRTUAL TOWN HALL**

**Tuesday, August 1 @ 5:30 p.m.**

Learn how to prepare for  
wildfire season.

To join, visit:  
[pge.com/webinars](https://pge.com/webinars) »

## Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- In Tehama County some towns are not incorporated. My town is not incorporated and has no oversee on weedy overgrowth. Some residences have weed overgrowth in backyards. The fire dept has no say-so over lots or residences with overgrowth. These are unsafe conditions. Red Bluff which is incorporated have restrictions on vegetation on residential areas. How do we control our fire danger areas that do not have oversight on overgrowth? Thank you.
- How do we know when the work will be done?
- Do you have a breakdown between HFTD 2 and 3 for the 38% in HFTD?
- Thank you.
- In case you have an unexpected low attendance tonight, you are competing with National Night Out from 5-8PM.
- I thought the change to more granular trip breakers lessened the number of customers impacted by a tree limb touching a limb. In the last week alone there have been 3 3 hour plus outages affecting 2000+ customers according to the texts I get where I live in Nevada city.
- Why has my power been interrupted 8 times this year in Cameron Park. Saturday it was out for 9 hours. I hear I live in a very old grid. What can be done about this? Thank you.
- Why is the EPSS not activated all the time? If a tree branch crosses the line and catches fire, wouldn't it cause a wildfire? Or is this only a risk during extremely dry, hot, and windy environments? It seems to me that once a fire starts it's bad no mater hot it is. I understand it is worse in extreme conditions, but does that justify turning it off for over half the year?
- Do you expect the meter-transfer program to resume of special meters that you plug generators into to be offered again to be installed for those who qualify?
- Thanks for your response, but it wasn't intended as a criticism. It was intended to be informative in case you didn't know...
- My power has gone out every week for the last three weeks. Only my small grid in Cameron Park.
- In my mail today I got your "inconvenience payment" for the 15 days with no power during snowmagedon \$100.86. Wow. That covers a couple of days of propane for the generator. How did you calculate that?
- Can you put that email in the chat?
- For outages, why can't you post the reason on your website so there's some information and transparency about what is going on?
- Are the transformers and infrastructure instead in newer (about 20 year old) neighborhoods ready for the extreme weather events in the horizon?
- As a follow-up, when we get the text messages during an outage, why can't the last message include the cause of the outage?
- We have never received the cause of an outage. Just the fact that it is over (usually about 15 minutes after power is restored). I'll send an email as suggested. Thanks for providing this information!