

## Regional Town Halls

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

On August 13, 2024, 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 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

#### North Valley & Sierra Regional Town Hall Summary

- **Date:** August 13, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 134
- **PG&E Presenters:**
  - Joe Wilson, Regional Vice President, North Valley & Sierra Region
  - Paul Jeske, Regional Safety Director, North Valley & Sierra Region
  - Wes Anderson, Regional Senior Manager, North Valley & Sierra Region
  - David Weisbrod, Service Planning & Design Manager, North Valley & Sierra Region
  - Andie Price, Senior Director of Field Operations, North Valley & Sierra Region
  - Adam Bakker, Senior Manager of Vegetation Management, North Valley & Sierra Region
  - Jesse Evans, Senior Manager of Electric Undergrounding, North Valley & Sierra Region

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 19 questions and comments were received.

The Q&A portion focused on the following themes:

- Rates
- Wildfire safety work
- Solar

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=u4PE\\_mRpG8](https://www.youtube.com/watch?v=u4PE_mRpG8).

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  
North Valley & Sierra**

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

Tuesday, August 13 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-809-8968 »](tel: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, Joe Wilson.

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

**MEDIA ADVISORY**



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**PG&E Invites North Valley & Sierra Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources**

*At August 13 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 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 13 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Joe Wilson, 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
North Valley & Sierra	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo, Yuba	Tuesday, August 13, 2024	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/3LpXzj">https://bit.ly/3LpXzj</a> 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](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).



**BROADCAST GRAPHIC**

**REGIONAL TOWN HALL**  
North Valley & Sierra Region

Tuesday, August 13 at 5:30 p.m.

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

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

## Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- How is it that it took a number of fires caused by faulty PG&E power lines and even more power shut-offs because of the same faulty PG&E lines before PG&E decided to get on board with the "safe and reliable" process? And can you answer the question without quoting from your "script".
- When will we see those savings transfer to lowering KWH rates?
- How are you helping middle income families that don't qualify for the low income savings?
- I have heard PGE wants to implement a fixed charge to every household even solar households that may be balanced with production and use. Is this true and why?
- Why did PGE want NEM 3 for solar which makes paying to install solar harder to get ROI?
- None of that matters when PGE keeps raising KWH rates every few months! I've cut my usage 33% the last two years and my bills are 50% more now!!
- How are you helping middle income families that don't qualify for the low income savings?
- I have heard PGE wants to implement a fixed charge to every household even solar households that may be balanced with production and use. Is this true and why?
- The 9% decrease is temporary. That is NOT a fix.
- When will we see those savings transfer to lowering KWH rates?
- How do you square the huge profits PGE is making while constantly raising KWH rates?
- How do we find out what caused surprise outages when unknown cause at beginning? Have had several unknown in Yankee Hill Big Bend area.
- In looking at my bill, I do not see any KWH reduction from July, but an increase from about 36 cents to 43 cents per KWH. Am I missing something?
- Where can I find the map to see if I am in a wildfire risk area?
- Thank You.
- I have had several trees cut down on my property by PG&E under the fire mitigation program. Unfortunately, the trees have been left on my property for almost a year now. While I am happy to support PG&E in their efforts to prevent wildfires due to their lines, the risk to my property due to dead fuel left behind has raised my risk exponentially. I have tried repeatedly to get assistance from PG&E. This does not seem fair to me as a customer. How do I get assistance removing this debris?
- Is this the right forum to ask for an update on the Spaulding powerhouse repairs and the delays?
- Dividends may have been put on hold, but what kind of stock grants went to senior execs that have nothing to do with dividends?
- And, my final question, is why are you ignoring my questions?