

Regional Town Halls

Quarter Three Regional Town Hall – North Coast Region Summary

On August 9, 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 9, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 174
- **PG&E Presenters:**
 - Ron Richardson, Regional Vice President, North Coast Region
 - John Gilginas, Regional Safety Director
 - Austin Sharp, Regional Senior Manager, North Coast Region
 - Joe Segura, 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 19 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- Claims
- Fire risk

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=gSIHMo45ue8>.

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 North Coast
Town Hall**

Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity Counties

Wednesday, August 9 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 800-857-9830 »](#)

Conference ID: 1377301

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 PG&E Vice President Ron Richardson

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 North Coast Region Customers to a Town Hall for Updates on Wildfire Season and Safety Resources

At August 9 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites North Coast 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 PG&E Vice President, Ron Richardson.

On Wednesday, August 9, 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
North Coast	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity	August 9, 2023	5:30-7 p.m.	Link: https://bit.ly/44k2Kxf or Dial-In: 800-857-9830 Conference ID: 1377301

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 PG&E Vice President, Ron Richardson

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



**NORTH COAST
VIRTUAL TOWN HALL**

Wednesday, August 9 @ 5:30 p.m.

Learn how to prepare for wildfire season.

To join, visit: pge.com/webinars »

FACEBOOK POST



**NORTH COAST
VIRTUAL TOWN HALL**

Wednesday, August 9 @ 5:30 p.m.

Learn how to prepare for
wildfire season.

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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.

- Will there be slack built into the undergrounding to mitigate effects of seismic events on undergrounded power transmission lines?
- How long will it take to underground all the high fire danger high voltage power transmission lines?
- What is the anticipated timeline for undergrounding power lines in Angwin, Napa County? We do see surveying done.
- Speaking way too fast for anyone of us who would like answers to the questions you just sailed through.
- Unfortunately I have to leave early so I will stay ignorant.
- When a high-voltage underground transmission line crosses a geologic fault line, what mitigation efforts are taken to minimize likelihood of line rupture during an earthquake?
- Why do planned outages not show up on the outage page (have looked this up in the past and for example, received a notice recently and just looked it up and it doesn't show there)? Berryessa Estates.
- I'm curious if PG&E is involved in any of the work with CAL FIRE and AI, too.
- Please do as they don't show up nor do any cancelled outages. There are planned outages.
- The CRC page doesn't list where there is a center near me as we're not under a PSPS. Once the power goes out, I'll have no way to log on to discover that information. Are there pre-planned locations to have CRC's? If so, how can we know where those are at?
- You mentioned the Southern Humboldt pilot program, what is the greater plan for expanding capacity in the area?
- What is the "dedicated wildfire wood management"? Is this to report issues like a problem tree, or to troubleshoot after PG&E has done work on a property?
- In preventing wildfires, how is the growing fuel load addressed?
- Apologies if this has already been asked, but what is the recourse for time and money lost for those of us who work from home due to power outages caused by heightened sensitivity settings? We lost power several times last week which disrupted my work significantly.
- Since fire is one of many ways nature maintains healthy balance, in preventing wildfires, how is the growing fuel load addressed so there is not a larger wildfire risk looming into the future?
- Question #2: I understand that the sensitivity of the lines has been increased to reduce wildfire risk, but what is being done to reduce the number of outages in west Sonoma county? We've lost power 4 times in the past two weeks.
- Is there a financial recourse for money lost because of missed work due to frequent power outages?
- Please answer the larger question sent at 6:22 p.m. Thank you.