

Regional Town Halls

Quarter Three Regional Town Hall – North Coast Region Summary

On August 26, 2024, PG&E held a Regional Town Hall for customers in the North Coast 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 Coast Regional Town Hall Summary

- **Date:** August 26, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 111
- **PG&E Presenters:**
 - Dave Canny, Regional Vice President, North Coast Region
 - Shelby Staton, Regional Safety Director, North Coast Region
 - Austin Sharp, Regional Senior Manager, North Coast Region
 - Alison Talbott, Local Government Affairs, North Coast 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 17 questions and comments were received.

The Q&A portion focused on the following themes:

- Outages
- Undergrounding
- Vegetation management

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=bRjZZxfpyk0>.

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
North Coast**

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

Monday, August 26 | 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, Dave Canny.

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

At August 26 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 customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Monday, August 26 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Dave Canny, 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
North Coast	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity	Monday, August 26, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/3Y0TYDR 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
North Coast Region

Monday, August 26 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.

- Could you describe the Deer Park 5-mile project - from where to where?
- Is it the length of Santarium Rd? Does it go to the Napa Valley floor/Silverado Trail?
- Thank you.
- When PG&E contracts to cut down trees in areas, do they offer assistance to clean up the large downed trees left behind? It has caused a hazard alongside the road and we can not move them!
- Two Rock area outside of Petaluma.
- Why do outages not include a reason for losing power? Always non-specific. We need to know the reason for the unscheduled outage. We need an explanation or information about the reason for the outage
- PG&E talks about undergrounding 10k miles of lines, but the number of miles actually being completed or forecast to be completed seems to fall far short of those goals. How many years will it take to reach 10k miles?
- Who can I report a potential fire safety issue to (e.g. overgrown tree touching a power line)?
- Are the plug in power saver good to control electricity into the house?
- <https://www.amazon.com/Stop-Stopwatt-Electricity-Household-Electric/dp/BOCG57HTCP>
- There have been so many outages in the past few months. No explanation. I had an outage on August 21.
- Thank you, my name is XXX. Here for my husband and family. I'm in Larkspur at XXX@comcast.net. Just want to know broadly why causes not provided in area. Thanks.
- For outage, why non-specific to cause?
- Will this presentation be available for rebroadcast?
- The trees are along the roadside fronting XXX valley ford rd in Two Rock. The trees are too large for us to move and we are no longer able to mow between the creek and the road creating a lot of dry grass mixed with the wood.
- Can you talk more about why bills are going up?
- Thank you! My gas rep was quick and efficient.