

## **Regional Town Halls**

### **Quarter Three Regional Town Hall – South Bay & Central Coast Region Summary**

On August 8, 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 8, 2023
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 200
- **PG&E Presenters:**
  - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
  - Daniel Keferl, Regional Safety Director, South Bay & Central Coast Region
  - Jeremy Howard, Regional Senior Manager, South Bay & Central 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 31 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- EV
- 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=q2gH2BjqdcU>.

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 South Bay & Central Coast  
Town Hall**

Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz Counties

Tuesday, August 8 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-972-9343 »](tel:888-972-9343)

Conference ID: 7284596

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, Teresa Alvarado

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

## **PG&E Invites South Bay and Central Coast Region Customers to a Town Hall for Updates on Wildfire Season and Safety Resources**

*At August 8 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites South Bay and Central 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 Regional Vice President, Teresa Alvarado.

On Tuesday, August 8, 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](https://pge.com/webinars).

| Region                      | Counties   | Date           | Time          | Link and Dial-In   |
|-----------------------------|--|----------------|---------------|--|
| South Bay and Central Coast | Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz | August 8, 2023 | 5:30 – 7 p.m. | Link: <a href="https://bit.ly/3JU7pO3">https://bit.ly/3JU7pO3</a><br>or<br>Dial-In: 888-972-9343<br>Conference ID: 7284596 |

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, Teresa Alvarado

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.

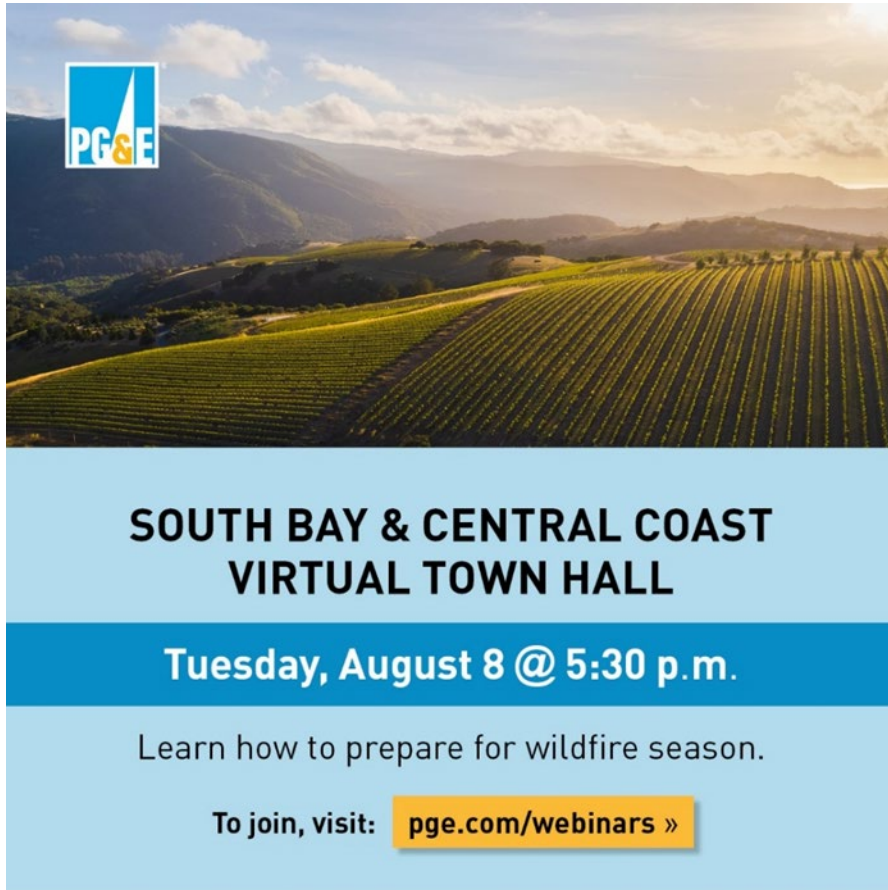
For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

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

**INSTAGRAM POST**



**PG&E**

**SOUTH BAY & CENTRAL COAST  
VIRTUAL TOWN HALL**

**Tuesday, August 8 @ 5:30 p.m.**

Learn how to prepare for wildfire season.

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

**FACEBOOK POST**



**PG&E** **SOUTH BAY & CENTRAL COAST  
VIRTUAL TOWN HALL**

**Tuesday, August 8 @ 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.

- When will V2G and V2H be available in Saratoga CA?
- I have a Lucid with 118kWh battery (equivalent to 9 Tesla Power Walls.)
- Are you supporting or opposing SB233 to make EVs bi-directional?
- Why isn't PG&E encouraging more customers to install battery storage with incentives/rebates, as it helps during peak and wild fire events?
- Is there a projection for the number of public safety power shut off events in Santa Cruz county in the 23 fire season?
- I live in a large community in Los Gatos mountains (zip 95033) and so far this year have been without power for more than 20 days. Insurers have been removing coverage for the area because of the heightened fire risk. One key issue is uninsulated cables threaded between trees. On the flip side, i expect to be without PG&E grid power for more than 30 days each year (over 20 already), so have additional costs to compensate for PG&Es lack of grid reliability.
- When is PG&E going to get to a true 'utility grade' reliability and safety in the mountains. Will it be before we run our on insurance options or money to cover individual generation costs?
- I also checked with the Santa Cruz county elected officials and they're also getting no meaningful effort by PG&E to address reliability and safety. Tree trimming and low flying helicopters are not a solution, they're a band aid.
- I have a Lucid and it's battery is the equivalent of 9 Tesla PowerWalls.
- Now that the tree trimming project is discontinued, why not use those funds to do more underground utility across all of Santa Clara county?
- I also bought the Lucid Connected Home Charging Station which has bi-directional capability. Lucid says PG&E is the holdup???
- Is the PG&E grid going to be able to support the additional electrical demand from the looming Bay Area Air Quality Management District electrification mandates starting in 2027?
- When will Santa Cruz mountain communities have buried power lines and not uninsulated power lines between trees?
- Santa Cruz county supervisors say PG&E has stopped engaging positively in mitigating fire risk in the mountains. So who does PG&E listen to?
- So far I have had unplanned outages this year beyond 20 days. Is there a minimum service commitment that PG&E can make to their customers? If not, why not?
- We live in Cupertino and have lost electrical power 11 times since August 2022. We're in the process of having Battery Backup installed and integrated with our Solar. Although I see ads every day stating there are State incentives to install Battery Backup, our installer told us state funds have been depleted and there are none available for our install later this month. In February I received an Email from PG&E stating there would be significant incentives for Battery Backup by mid-2023. Any status update ref SGIP/CPUC funding?

- Regarding underground cable work, I understand it is a 100 year project. Awesome, I will leave a note for my grandkids.
- As someone who lives in a high fire risk area, I wonder why my area is not being prioritized for buried lines or insulated lines.
- 'Always choose the side of safety' sounds great. so when will the supply in my area be made safe?
- Thanks for covering LG mtns. Again tree trimming and safety shut-off programs are a band aid, but investment is needed and will save money and protect customers.
- Do succulents need to be cleared from around homes to reduce fire danger?
- Regarding 'undergrounding' I see targets for 2023 of 350-600 miles, and 2300 miles by end 2026. In perspective of more than 100K miles in PG&E territory, I have to ask how long this will take?
- With the rapidly growing population in California are there plans for generating more electricity to keep up with the growing demand and to help keep rates from going up.
- Where can I see the budget of PGE?
- Did you show a map of the undergrounding plan?
- I'm sorry but I just joined and heard about the 10K miles goal. We live on spindrift road in Carmel Highlands and we have lots of issues with wires.
- I understand there is a nationwide shortage and backlog of medium and high voltage substation transformers, with long lead times. What is PG&E doing to address that?
- Hmm...the website is not helping me understand the map or target areas...where can I find that?
- I think it is great you doing this town halls. I wanted to be on from the beginning. It is very important to be doing these community outreach activities. We are new-ish to CA and you don't have a great brand/reputation in Carmel. It is a shame b/c we know you are in a tough spot. I hope all of this helps. We have had good experience with you/PG&E since we moved here in 2016.
- I understand that people with solar collectors on their homes are facing roadblocks to putting electricity back into the grid. What are you doing to facilitate this process?
- I would like to see the budget for the year 2023.
- Do you actually show a map of the areas you are doing the underground plan? I couldn't find it in the link you sent me.
- Repeat the email please.