

## **Regional Town Halls**

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

On August 19, 2024, PG&E held a Regional Town Hall for customers in the South Bay & Central 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 (OI) 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

#### South Bay & Central Coast Regional Town Hall Summary

- **Date:** August 19, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 135
- **PG&E Presenters:**
  - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
  - Cindy August, Regional Safety Director, South Bay & Central Coast Region
  - Jeremy Howard, Regional Senior Manager, South Bay & Central Coast Region
  - Tom Jones, Senior Director of Regulatory, Environmental Repurposing

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 35 questions and comments were received.

The Q&A portion focused on the following themes:

- Reliability
- Public Safety Power Shutoffs (PSPS)
- Undergrounding

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=RRPNBTzkLO4>.

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  
South Bay & Central Coast**

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

Monday, August 19 | 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, Teresa Alvarado.

**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



Marketing & Communications | 415.973.5930 | [www.pge.com](http://www.pge.com)

### PG&E Invites South Bay & Central Coast Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

*At August 19 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 & Central 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 19 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Teresa Alvarado, 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
South Bay & Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz	Monday, August 19, 2024	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/3zHpr49">https://bit.ly/3zHpr49</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**  
South Bay and Central Coast Region

Monday, August 19 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.

- You are spending a lot of money sending pamphlets saying you are doing undergrounding, but in 4 central coast counties there is less than 1 mile....ONE MILE of undergrounding. How do you respond to this????
- According to the Insurance Agencies, SC County is high fire danger. My insurance went up 300% due to having to go to FAIR. Apparently we ARE high fire risk.
- What is being done to the infrastructure to in San Luis Obispo to cut back on the constant unplanned outages? Lately they have been every other week for multiple hours and they have not been related to weather.
- We experience a monthly unplanned outage in our area, due to proactive shutdown, multiple hours without power. What are you doing to reduce the zone sizes so we are not constantly affected by these outages.
- My question is why I am getting monthly unplanned outages, not when they happen. I get texts when we have an outage...I just want to know why we keep having these on a regular basis for multiple hours and what PG&E is doing to reduce these outages.
- I have sent you an email.
- Thank you for hosting this webinar. I have a very specific question. At the beginning of the year PG&E installed a new taller pole on my property frontage in Morro Bay but they did not remove the old pole. Now I have two poles four feet apart. I was told that if I wanted the old pole removed, I needed to request that of the company that was using it. I have done this but nothing has happened. What do I need to do to get this pole removed?
- Great, thanks!
- And what about the Morgan Hill Substation, the one (maybe one of many?) that 'provides' Morgan Hill with electricity and constantly fails?
- We got an email saying we are getting new hazard detectors in "your community" with no information on what this means. Is this happening for our address? How do I find out what you are doing and where?
- Can you answer this question?
- Are these maintenance projects part of the reason our rates keep going up? some of them don't affect my area. Isn't there a way to localize the increases so that it doesn't affect folks like us where we are 62% of the time better than "efficient" homes? Seems unfair that I ran my AC for 1 day and it increased my bill by \$100.
- On the topic of outage alerts, I am signed up, but the timing of the alerts are still way out of sync with the actual outage/restoration (hours later). my cable company spectrum's alerts are more accurate and that is usually how I know pge is down/up...
- Morgan Hill is a small Town, but I will send that information to the listed email.
- 3% increase...SLO county has seen increases this year from 25-75% on electricity.
- We had the unfortunate experience of a power line randomly snapping and setting our pasture on fire in June 2022. Luckily, we were home and the fire department was able to put out the fire quickly. This spring we had a transformer start sparking. We had to call PGE several times to get them to come out and deal with this. What things are being done to

inspect/monitor lines to help minimize fire risk? We are located in non-incorporated north Monterey County where people are losing access to homeowners' insurance due to fire risk.

- Buellton and Solvang Communities have three days in Aug of power outages over the last three weeks from 1 hour to 5 hours in a small community in Aug; plus, in July many small outages within Solvang and Buellton have had 1-4 hours economic loss to many businesses during working hours what's happening in the Santa Ynez Valley????
- On income assistance, is that being adjusted for inflation? Single income here and we cannot qualify based on the current guidelines.
- I see MW's of battery being installed, but battery capacity should be measured in MWhrs. How many MWH have been added?
- I would like to remove the gas meter to my home and need ADA help to finish the filing. Who can help me?
- I sent you an email.
- In the email, I sent my phone number and home address.
- Is home solar powered energy an economic advantage when PG&E usage under \$100/month?
- While, in theory, the EPSS is beneficial, how can Morgan Hill have so many outages when so much of the area where I live in has underground lines? We never have planned outages, just out and then out for at least 12 or more hours at a time.
- I plan on it, but don't expect to get a response other than a fluff message. You say you look at the outages from the day before to determine why they occurred. Is this assessment and information made available to the public? How can I find this information? Also, your outage updates when we are going through an outage are worthless and are never updated.
- We never get PSPS outages in Morgan Hill, just power goes out, progress is never updated, and we have no idea when it will end.
- True, but the only stat is 2019 to 2021 with the wind being the same. The others were a lot less, so some of it is mother nature in regards to PSPS.
- Where can we find the zones for power safety shutoff?
- Can you post the e-mail address?
- Thank you.
- See above.
- You say you look at the outages from the day before to determine why it occurred. Is this assessment and information made available to the public? How can I find this information? Also, your outage updates when we are going through an outage are worthless and are never updated.
- Wow, you guys are worthless.
- What is the criteria for determining "High Risk areas"?
- Thank you.