

Regional Town Halls

Quarter Four Regional Town Hall – Bay Area Region Summary

On October 26, 2023, PG&E held a regional town hall for customers in the Bay Area 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, provided winter safety tips, 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

Bay Area Regional Town Hall Summary

- **Date:** October 26, 2023
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 245
- **PG&E Presenters:**
 - Aaron Johnson, Regional Vice President, Bay Area Region
 - John Gilginas, Regional Safety Director, Bay Area Region
 - Mike Bockrath, Regional Senior Manager, Bay Area Region
 - Zeynep O. Gundogdu, Customer Operations Manager, Customer Experience

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, winter safety tips, 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
- 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 34 questions and comments were received.

The Q&A portion focused on the following themes:

- Rates
- Undergrounding
- Bill Payment Support

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 can be found at: <https://www.youtube.com/watch?v=YPIYze6vARk>

Additional presentations and recordings of past PG&E Regional Town Halls 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 and hear tips about safety and energy savings.



**PG&E Virtual Bay Area
Town Hall**

Alameda, Contra Costa, San Francisco and San Mateo Counties

Thursday, October 26 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-324-8572 »](#)

Conference ID: 7453351

We encourage you to join and:

- Learn more about our regional approach to improving operations and safety to deliver better outcomes for our customers
- Hear about how you can save on your bills this winter
- Connect with PG&E's regional leadership team, including Regional Vice President, Aaron Johnson

Undergrounding/General Rate Case Update

In our meeting this quarter we will also provide an update regarding a pair of proposed decisions in the General Rate Case by the California Public Utilities Commission (CPUC). The proposed decisions would drastically reduce PG&E's undergrounding plans between now and 2026. This could directly impact undergrounding projects currently forecast across our service territory as well as future planned work.

Once completed, undergrounding eliminates nearly all wildfire risk from those lines. improves reliability and is cheaper in the long-run.

MEDIA ADVISORY



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites Bay Area Region Customers to a Town Hall for Regional Updates and Tips on Energy Savings

At October 26 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Bay Area Region customers to a virtual town hall to learn more about work in their region and discuss tips for safety and energy savings.

On Thursday, October 26 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Aaron Johnson, 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
Bay Area	Alameda, Contra Costa, San Francisco and San Mateo	Thursday, October 26	5:30 – 7 p.m.	Link: https://bit.ly/46djHdH or Dial-in: 888-324-8572 Conference ID: 7453351

In our meeting this quarter, we will also provide an update regarding a pair of proposed decisions in the General Rate Case by the California Public Utilities Commission (CPUC). The proposed decisions would drastically reduce PG&E's undergrounding plans between now and 2026.

Even if you are unable to join the meeting, please join us in encouraging the CPUC to authorize PG&E to move forward with the more than 2,000 miles of undergrounding it has planned for California's most at-risk communities by submitting your comments at: apps.cpuc.ca.gov/c/A2106021.

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.

Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- This Q is for personal chat response (if that's allowed) rather than to be answered during the live. I am trying to get my usage data, for example in a spreadsheet. Customer service showed me how to get the last 3 years, but that is as much as they could do. The website graphs go 10-15 years back, just not downloadable. Is there a way I can get that earlier data (e.g., maybe a specific office to contact) since customer support can't do it?
- Thank you!
- I need support in paying the PG&E bill here in East Palo Alto. I also notice I do not qualify for many cost reduce programs due to my location.
- Thank you will do, thank you, what information should I be sending?
- Great thank you so much, I really appreciate this Regional Town Hall. Because it has been months I have been struggling pay the bill and they keep redirecting me to so many numbers and programs.
- Every four years? You have raised rates for back-to-back years. How do you justify constantly raising rates?
- Do the regulators consider the impact on our homeowners insurance cost from fire risk (and why undergrounding might be better justified by considering user insurance costs)? No one in our area (Mendonoma coast) can get insurance now because of fire risk (even though risk on the coast is low). The insurance companies have all run away.
- done
- So if there are alleged cost savings, when will customers get a return on their investment - aka you jacking up our rates?
- If the net financial result of undergrounding is that it saves more money than it costs, please explain why a rate increase is needed to support it.
- Hi, do you send people to homes/apartments to talk about different plans and potential savings? It happened twice people knocked on our door to discuss plans and save money. If so, please do NOT do that. It is incredibly inefficient, intrusive and pointless in this day and age. If this was a scam please be aware of such scams people knocking on doors claiming to represent PGE and getting some commission.
- The cost can be far greater for those of us not even in an area that will see undergrounding. You are also talking about charging by income which really disincentivizes conservation - this is what seems shortsighted. How do you account for that.
- What happens to the plus \$6B of savings? Will this be seen in rate reductions?
- Will the savings from putting wires underground be passed on to customers?
- Why isn't the undergrounding cost covered by already high cost of service with no alternative providers. It seems like all the money you have not spent on mainenance should cover much of the cost.
- Thank you for sharing the benefits of undergrounding. Is there data projections that shows the unit cost of undergrounding per mile over the next 5 years to identify the efficiencies and economies of scale?

- Most utilities have improved safety without undergrounding cables. Your plans are 3x more expensive. Why should consumers be forced to pay for your ill-conceived plans?
- Do we support community solar in Bay Area? if not why not?
- Every bill I receive has some sort of rate increase notice. enough... you must stop the rate increases.
- Shouldn't you be paying for the investment in improvements from the profits you are already making rather than constantly raising consumer rates.
- Shouldn't you be paying for the investment in improvements from the profits you are already making rather than constantly raising consumer rates.
- Will High voltage lines to substations be underground
- Why is the down payment so high when establishing a payment plan? Even when someone is having a hard time in paying their bill adding a high monthly payment doesn't
- Doesn't help the problem. Too many people are now being sent notices of disconnection. More help is needed, not add on more money to be paid.
- How do you mitigate water and root issue for underground
- Speaking of new infrastructure, When it comes to solar, why does PG&E seem so averse to individual homes installing solar? I have spoken with many top solar providers who all have shared negative stories that suggest PG&E actively delays or impedes solar projects with batteries to preserve revenue. What steps is PG&E taking to help customers go solar?
- Though my gas usage did not substantially change last Winter, my monthly bill went from \$75 to more than \$200. How can I limit such hikes that appear to be related to PG&E's purchase price of natural gas and not my increased usage?
- What are the risks of undergrounding? Earthquakes can shear underground lines, how easy and assessible would it be to fix an underground line? Do you have underground monitoring to detect issues?
- How about addressing how you are helping the poor with not getting their power turned off.
- Earlier there was a statistic that only 10% of fires are caused by utilities. So for those of us have chosen to live in a low fire risk area that may get 10% of the smoke from a 10% cause doesn't seem compelling for such a high cost solution...has any thought been given to shift more of the cost to those who choose to live in high fire risk areas so those who choose safer areas, that won't see any lines undergrounded, aren't bearing the same cost ?
- High Voltage transmission line are 1 million volts AC, right?
- Alaska uses curving conduit to allow for expansion and earthquake shift
- What percent are PGE rates are projected to go up next year?
- Too bad you didn't even answer one of my questions.
- I'm seeing that rates may go up in 2024 based on income. What are the income brackets and what increases are we looking at? Are you taking into account household expenses and the number of household members?
- Final question, how does PG&E justify paying a CEO over \$51 million when having been fined nearly \$1.8 billion for mismanagement, wildfire causes, and significant lack of maintenance and now asking the CPUC to allow customers to foot the bill?
- Pls put QR code up again. thank you.
- Isn't this the Q & A session?

- Does PG&E provide referrals for tree root removal to prevent broken gas lines? PG&E have spent ~18 hours over the last 2 days fixing a bad tree root.
- You can call me at (510) 444-3417 with anser
- ...at my home at XX McKinley Ave. Oakland.